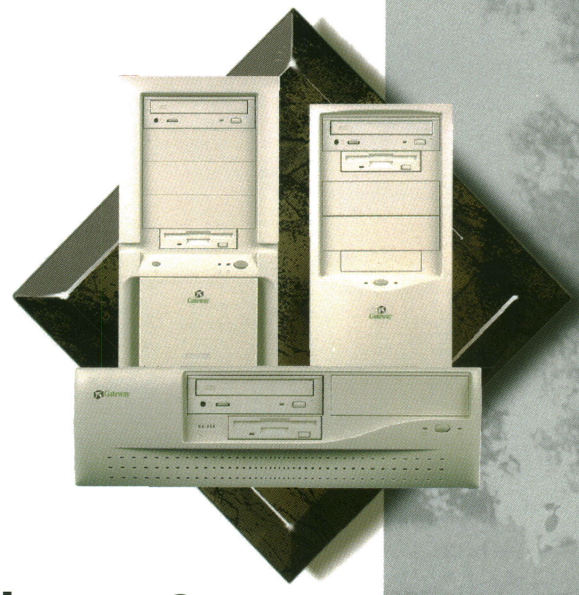


Maintaining & Troubleshooting Your PC

Gateway™

Contents

Chapter 1: Keeping Your Computer Healthy 1
- Preventing problems 2
  - Prevention tools 3
- Using the tools 5
  - Creating an Emergency Disk 5
  - Using ScanDisk and Disk Defragmenter 8
  - Backing up your system 9
  - Restoring your system 11
  - Using Oil Change 12
  - Restoring settings with BackTrack 14
  - About Windows Guardian 16

Chapter 2: Opening and Closing the Case 17
- Introduction 18
  - Static electricity precautions 18
- Identifying your computer case 19
- Opening the desktop case 20
- Opening the micro-tower case 22
- Opening the mid-tower case 23
- Opening the tower case 24

Chapter 3: Installing Memory, Expansion Cards, and Battery 27
- Installing memory 28
- Adding expansion cards 29
- Replacing the system battery 31

Chapter 4: Installing Drives 33
Desktop case 34
Installing a 3.5-inch diskette drive 34
Installing a 5.25-inch CD/DVD drive 36
Installing a hard disk drive 40
Micro-tower case 42
Installing a 3.5-inch diskette drive 42
Installing a 5.25-inch CD/DVD drive 44
Installing a hard disk drive 45
Mid-tower case 46
Installing a 3.5-inch diskette drive 46
Installing a 5.25-inch CD/DVD drive 47
Installing a hard disk drive 49
Tower case 52
Installing drives in the top drive cage 53
Installing drives in the middle drive cage 54
Installing drives in the bottom drive cage 57

Chapter 5: Solving Problems 61
Using the System Restoration CD 62
Using the HelpSpot to solve problems 63
Troubleshooting 69
Error messages 81

Chapter 6: Using the BIOS Setup Utility 85

Chapter 7: Getting Technical Assistance 87
Before contacting Gateway 88
Technical support resources 89
HelpSpot 89
E-mail and Web support 89
FaxBack support 89
Automated troubleshooting system 90
General phone support 90

Regulatory compliance statements 92

Index 95

Keeping Your Computer Healthy

Preventing problems 2
- Prevention tools 3

Using the tools 5
- Creating an Emergency Disk 5
- Using ScanDisk and Disk Defragmenter 8
- Backing up your system 9
- Restoring your system 11
- Using Oil Change 12
- Restoring settings with BackTrack 14
- About Windows Guardian 16

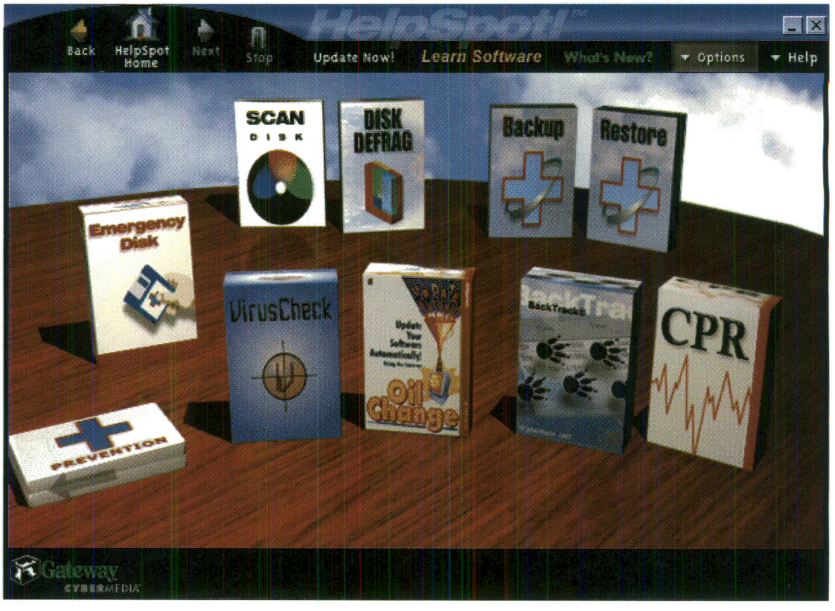
Preventing problems

We want your computer experience to be as enjoyable and trouble-free as possible. So, to help you use and keep your computer in top condition, we've installed a program called ***the HelpSpot*** on your computer.

When you use the HelpSpot, you have access to a set of tools that let you:

- Protect your computer from crashes and viruses
- Automatically identify and repair many computer problems and provide you with detailed information about those problems
- Help you maintain your computer so that you can avoid problems in the future.
- Help you to get your computer up and running again if a serious problem prevents it from starting or operating properly.

To find these tools, start HelpSpot by double-clicking the **HelpSpot** icon, then clicking **Prevention** in the main HelpSpot window. Detailed descriptions of these tools and step-by-step instructions for using them are included on the following pages.



Prevention tools

The Prevention window contains tools to help keep your computer running at its best.

Use **Emergency Disk** to create a bootable diskette. If your computer or Windows fails to start, the bootable diskette contains critical system startup information so you can start your computer and recover necessary information.

Microsoft ScanDisk and **Disk Defragmenter** are two important utilities you can use to check and maintain the health of your hard drive. **ScanDisk** checks for places on your hard drive that could cause problems and repairs them, if instructed. **Disk Defragmenter** optimizes your hard drive's storage space to keep it running as efficiently as possible and to keep your computer running fast.

Microsoft Backup is a program that comes as part of Windows. **Microsoft Backup** transfers copies of your files from your hard drive to another high capacity storage device for safekeeping. Then, if necessary, you can restore these files to your computer.

If you aren't already backing up your critical files regularly, the HelpSpot reminds you to perform a backup.

You need a tape drive or other high-capacity storage device to perform a full system backup. These devices are available from Gateway Add-on Sales at 800-846-2080.

VirusCheck allows you to scan your computer for viruses, keeping your computer healthy. You can also use it to scan any diskettes you use in your computer that could contain a virus.

Oil Change provides a way for you to more easily download updated software, drivers, and fixes directly from Gateway by automatically choosing which updates are appropriate for your computer configuration.

BackTrack takes snapshots of your Windows configuration settings.

If you install a new application or peripheral and your computer does not operate properly afterwards, you can use BackTrack to restore Windows to the state it was in before the installation.

BackTrack takes its first snapshot the first time you turn on your computer. For more information, see "Restoring settings with BackTrack" on page 14.

No matter how hard you try to frequently save your work in progress, at some point your computer may "freeze up" on you. That usually means that unsaved work is lost when you have to close and restart the program.

CPR can reactivate a frozen program, giving you time to save your work before closing and restarting the program.

Windows Guardian automatically starts when you start your computer. You do not need to activate or click the Windows Guardian icon for it to monitor your computer.

The Windows Guardian icon appears on the taskbar and continuously monitors several important components in your computer.

Windows Guardian can recover a crashed or "frozen" application and save your data. It also notifies you if your computer encounters a virus or when hard drive space and memory are running low.

Using the tools

The best way to keep your computer running its best is to develop a problem-prevention strategy and stick with it. It may sometimes seem that the effort involved in preventing problems is more tedious than it's worth. On the other hand, the first time it saves a report you stayed up half the night working on, you'll be more than satisfied with the results.

Learning to use the tools described in the following sections and then using them regularly is the first step in a sound problem prevention strategy.

Creating an Emergency Disk

The HelpSpot Emergency Disk tool saves critical information and files on a diskette. If your computer or Windows fails to start, the Emergency Disk lets you start your computer and restore the information needed to return it to normal operation.

Create an Emergency Disk immediately and update it regularly, especially if you make significant modifications to your computer such as adding new hardware or software.

To create an Emergency Disk

1. Click **Emergency Disk** in the Prevention window. The Create Emergency Startup Diskette window appears.
2. From the list of drives, make sure **A:** is selected, then click **Next**.
3. Place a formatted diskette in the diskette drive and click **Next**.
4. Follow the on-screen instructions.
5. Remove and label the diskette "Emergency Disk."

When and how to use your Emergency Disk

Use your Emergency Disk in the following situations:

- If you turn on both your computer and monitor and they are both running but the computer does not start.
- If your computer starts, but Windows fails to run.
- If you see error messages such as "Drive not found" or "Error reading Drive C:\" when you start your computer.
- If you suspect that a virus has infected your computer because you are mysteriously losing files or many files have been corrupted.

To use your Emergency Disk

1. With your computer shut down, place the Emergency Disk in the diskette drive.
2. Start your computer. The computer starts from the Emergency Disk.

If Windows does not start

Restart your computer, leaving the Emergency Disk in the diskette drive.

Window will start in safe mode. Safe mode starts Windows using default settings (standard VGA monitor, no network connections, standard Microsoft mouse driver, and any other basic drivers needed to start Windows).

In safe mode, run the HelpSpot to see if Spot Check can diagnose and fix the problem, or restore the last good BackTrack snapshot, which should repair any incorrect configuration settings.

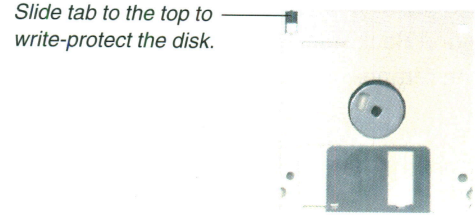
To run the HelpSpot in safe mode

1. Click **Start** and **Shut Down**.
2. Click **Restart the Computer?** and click **Yes**.
3. When the computer displays Starting Windows, press the F8 key on your keyboard.
4. Click to select **3. Safe mode** and press Enter. The computer starts in safe mode.
5. Start the HelpSpot and run a Spot Check from the Solutions window.

Storing your Emergency Disk

Clearly label your Emergency Disk and store it in a safe place with your other backup software. As an additional precaution, write-protect your Emergency Disk. A write-protected disk is safeguarded from accidental erasure and virus infection.

To write-protect your disk, slide the write-protect tab to the top position.



Using ScanDisk and Disk Defragmenter

The HelpSpot Prevention window includes Microsoft ScanDisk and Disk Defragmenter, two utilities for verifying and maintaining the health of your hard drive.

Note:

To optimize your computer's performance, run ScanDisk monthly and Disk Defragmenter every other month.

- The ScanDisk utility examines your hard drive for physical errors and for file and folder problems. Hard drive surface errors are a common result of normal wear and tear. File and folder problems are a normal part of computer operation. Using utilities like ScanDisk regularly help eliminate them. Use ScanDisk if your computer has trouble starting or if Windows or an application performs erratically.
- As you use your computer, some files may become too large to store in a single location on your hard drive. These files are broken into separate pieces, or *fragments*. File fragmentation is part of the normal operation of Windows. There's nothing wrong with these fragmented files, they just take longer to access because the different fragments might be located far away from one another on the hard drive. Disk Defragmenter speeds hard drive file access by sorting your files so that they are stored in a more efficient order.

To use ScanDisk or Disk Defragmenter, click its picture in the Prevention window, and follow the on-screen instructions.

Backing up your system

The files on your computer are only as safe as the hard drive on which they are stored. When a hard drive begins to fail or a computer virus infects your computer, you may have little or no warning before your data becomes corrupted or lost. The HelpSpot Prevention window provides an easy way to back up your files. A backup is a copy of the data on your hard drive that can be restored if your drive fails.

Two kinds of backups are available:

- A full system backup saves all of the information on your hard drive, including your Windows configuration (system registry) settings.

  A typical backup schedule is to do a full system backup weekly and an incremental backup daily. Another good time to make a full system backup is when you first get your computer and whenever you make major changes such as adding new hardware.

- An incremental backup saves only files that are new or have changed since the last full system backup. A full system backup combined with regular incremental backups ensure that all of the files on your computer can be restored in case of hard drive failure. Depending on the amount of new data that needs to be backed up, you might be able to perform an incremental back up with diskettes, but a tape drive or other high-capacity storage device is a more efficient solution.

Creating a backup

Use Microsoft Backup to backup your computer and to restore your files if necessary.

To perform a full system backup

1. Click **Backup** in the Prevention window. The Welcome to Microsoft Backup window appears.
2. The first time you run Backup, two messages appear. If you don't want to see the messages again, click each check box and **OK**.

★ *Important!*

You must use this procedure to back up your system correctly. If you only select your hard drive (C:), important system files, such as registry files, will not be backed up.

3. Click **File**, then click **Open File Set**.
4. Click **Full System Backup**, and then click **Open**.
5. Select the files you want to back up.
6. Click **Next Step** and then click the desired storage destination for the backup copies.
7. Click **Start Backup**.
8. When the backup is complete, type a name for the backup set.

To perform an incremental backup

1. Click **Backup** in the Prevention window. The Welcome to Microsoft Backup window appears.
2. Click the **Settings** menu, and then click **Options**.
3. In the Options window, click the **Backup** tab.
4. In the Backup page, click **Incremental**, then click **Next Step**.
5. Click the desired storage destination for the backup copies.
6. Click the **File** menu, then click **Save As**.
7. Type a name for the file set, then click **Save**.
8. Click **Start Backup**.

Restoring your system

You can use Microsoft Backup to restore the backup on a new hard drive or another computer that has Backup installed on it. You can also use it to restore a file or folder that has been deleted or corrupted. To restore a file, it must be part of a backup set, so make sure to perform backups regularly.

To restore your system

1. Click **Restore** in the Prevention window. The Welcome to Microsoft Backup window opens.
2. Click the **Restore** tab.
3. In the left window pane, click the drive that contains the full system backup set.
4. In the right window pane, click the full system backup set.
5. Click **Next Step**.
6. In the right window, click the check box next to the full system backup set.
7. Click **Finish**.
8. After the files are restored, restart your computer.

To restore files

1. Click **Restore** in the Prevention window. The Welcome to Microsoft Backup window appears.
2. Click the **Restore** tab.
3. In the left pane of the window, click the drive the backup file set is stored on.
4. In the right pane of the window, click the desired backup set.
5. Click **Next Step**.

6. In the left pane of the window, click the check box next to each folder you want to restore. To display more folders, click the plus sign next to a folder. Select individual files in the right side of the window.

7. Click **Start Restore**.

Using Oil Change

Oil Change is a program designed to help you locate and install updates for the hardware and software on your computer using your Internet connection.

Oil Change first scans your computer for the software you have installed, then compares the scan to its database of software updates. You can then download and install the update on your computer. In some cases, Oil Change can automatically install the update for you.

You received a limited 1-year subscription to Oil Change with the HelpSpot, which requires you to register to activate it. The limitation of the subscription is that it only locates updates for your Gateway hardware and software.

If you want to access Oil Change's more comprehensive database, you need to order the retail version of Oil Change. Read more about this service at **www.cybermedia.com**.

Your 1-year subscription starts when you register. Use the following procedure to register you limited subscription and use Oil Change.

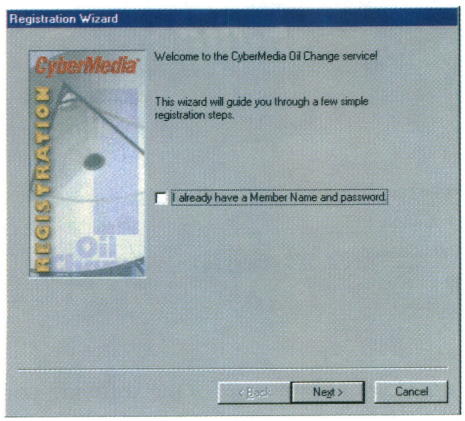
To set up Oil Change

1. Click **Oil Change** in the Prevention window.

   The What is Oil Change? dialog box opens, explaining how to use the Oil Change tool.

2. Click **Connect** to register for your trial subscription to Oil Change.

   The Oil Change Registration Wizard opens.


Registration Wizard
CyberMedia
REGISTRATION
Oil
Welcome to the CyberMedia Oil Change service!
This wizard will guide you through a few simple registration steps.
I already have a Member Name and password.
< Back
Next >
Cancel

3. Click **Next**.
4. Follow the on-screen instructions to register.
5. In the registration confirmation window, click **Finish**.

   A window with information about your membership opens.

6. Click **OK**.

   When you complete the registration, the main Oil Change window opens and your computer is connected to the web site.

7. Click **Start** to begin using Oil Change.

Oil Change scans your computer for the software you have installed, then it displays information on available updates and how to install them. The scanning process and some update downloads will take a few minutes to complete.

For more information about using Oil Change, click **Help** in the HelpSpot's main window.

Restoring settings with BackTrack

BackTrack is a program that lets you literally "back track" through configurations. For example, if you install a program you purchased at a retail store and your computer isn't working correctly after the installation, you can use BackTrack to restore your settings to the way they were before the installation.

When you first turn on your computer, BackTrack automatically takes a "snapshot" of your computer's configuration. After that, BackTrack takes more snapshots every time you make changes to your computer. These snapshots record changes made to your computer's configuration settings and saves them.

By default, BackTrack is configured to store thirty snapshots (you can change the settings to store up to 70), which means you can "BackTrack" thirty or more configuration changes.

When to use BackTrack

Both Spot Check (described in the next chapter) and BackTrack help you fix Windows problems, but their uses are slightly different.

Use Spot Check when you are experiencing problems that you don't think are related to hardware or software changes or when you want to check a specific component in your computer, such as the sound card.

Use BackTrack when:

- You've made a change to your hardware or software configuration and Windows runs, but you cannot launch certain applications.
- You've made a change to your hardware or software configuration and Windows is not working properly, your mouse is behaving erratically, you can't print, or menus are popping up and closing too quickly.

Restoring a BackTrack snapshot

BackTrack gives you the option of restoring all of the changes captured in a snapshot or just the changes made to a specified file.

Restoring a complete snapshot is usually your best option, but you may want to restore individual files if you are troubleshooting or if you know that only certain files were modified. By keeping a record of the changes you make to your computer and examining the snapshot list, you might be able to track down and reverse the change that is causing a problem.

To restore a snapshot

1. Click **BackTrack** in the Prevention window. The BackTrack window appears.
2. Click the snapshot you want to restore, and click **Restore**.
3. Follow the on-screen instructions.

About Windows Guardian

Windows Guardian automatically starts when you start your computer. Usually, the only sign of Windows Guardian's presence is the cross icon in the taskbar. Windows Guardian continuously monitors your computer while you work.

- Using the Windows Guardian Computer Program Reactivator (CPR) feature, you can reactivate programs that have quit responding.

  To use CPR, press CTRL+ALT+DEL **once**. The Close Program window appears. Click the application you want to reactivate, and then click he **Reactivate** button.

- Windows Guardian identifies hard drive errors before they cause a drive to fail.

  If Windows Guardian identifies a problem, an alert dialog box warns you of the condition. Make sure to back up your hard drive if you receive a warning!

- Windows Guardian monitors disk space and memory.

  Running low on disk space or memory can cause Windows and certain applications to fail or respond sluggishly. Windows Guardian's Disk Space Monitor and Memory Monitor keep tabs on the status of these two critical areas and warns you if they fall below a preset threshold.

- Windows Guardian monitors the status of your software applications.

  When you run an application, Application Monitor checks to see if any of the application's components are missing or conflict with other applications. If a component is missing, Application Monitor displays an alert message from which you can try to locate missing files by searching your hard drive.

2

Opening and Closing the Case

Introduction 18
Static electricity precautions 18
Identifying your computer case 19
Opening the desktop case 20
Opening the micro-tower case 22
Opening the mid-tower case 23
Opening the tower case 24

Introduction

Your computer's case is designed to easily be opened to let you install or replace internal components such as drives, memory, and system battery.

Because the components inside your computer are extremely sensitive to static electricity, before opening the computer case, read and follow the precautions below to prevent damage from static electricity.

Static electricity precautions

Caution!

Prevent electrostatic damage to your system by following static electricity precautions every time you open your computer case.

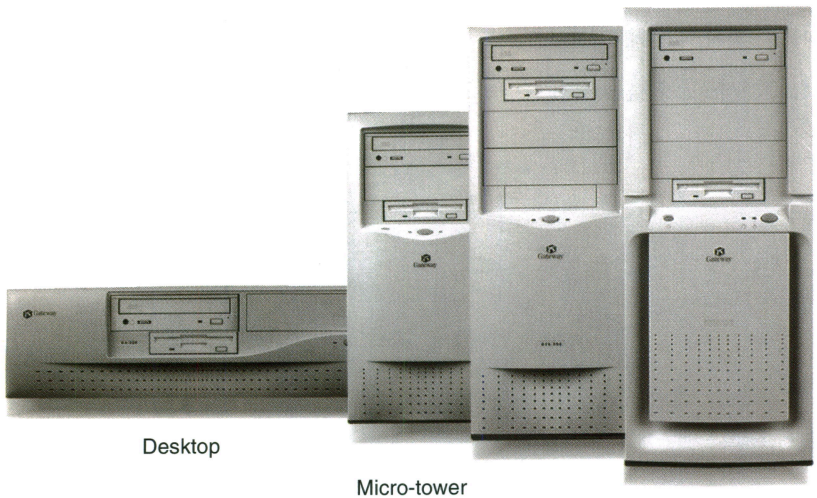
1. Turn off the computer power.
2. Touch a bare metal surface on the back of the computer.
3. Unplug all cables from the wall outlet.

Also follow these static electricity precautions:

- Avoid static-causing surfaces such as plastic and styrofoam in your work area.
- Remove parts from their antistatic bags only when you are ready to use them. Do not lay parts on the outside of antistatic bags because only the inside provides antistatic protection.
- Always hold cards by their edges and their metal mounting bracket. Avoid touching components on the cards and the edge connectors that connect to expansion slots. Never slide cards or other parts over any surface.

Identifying your computer case

This chapter includes the procedures for opening and closing the case for each of the four models shown below. Refer to the section appropriate for your particular case style.



Desktop

Micro-tower

Mid-tower

Tower

> ⚠ *Warning!*
>
> To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug all power cables and modem cables before opening the case.

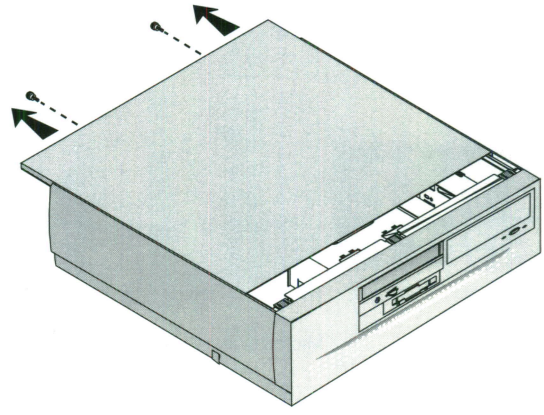
Opening the desktop case

To open and close the desktop case

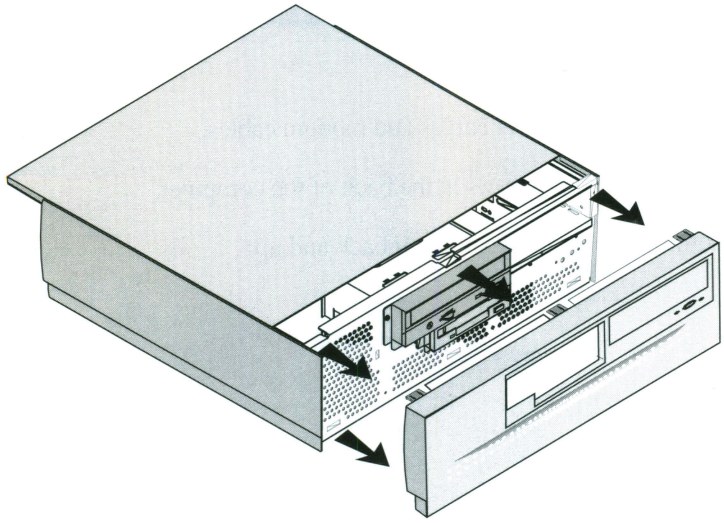
Caution!

To prevent overheating of internal components, do not run the computer for long periods with the case open. The case must be closed to ensure proper air circulation and cooling.

1. Turn off the computer.
2. Disconnect all power cables and modem cables.
3. Remove the two thumbscrews at the back of the computer.
4. Remove the cover by sliding the top cover panel back and lifting it up.



5. If you are replacing or adding drives, you will need to remove the bezel. To do this, lift up on the tabs at the top edge of the case bezel and pull it away from the frame.



To close the case, reverse this procedure.

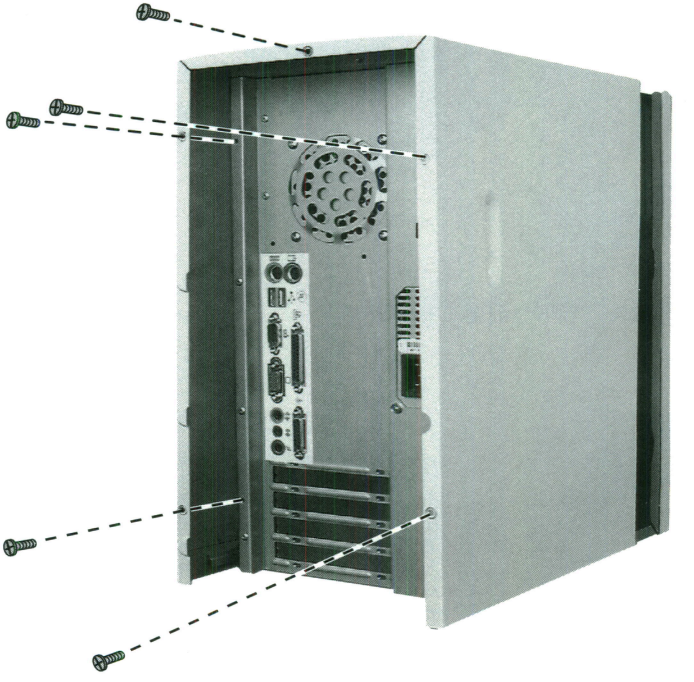
Opening the micro-tower case

To open and close the micro-tower case

Caution!

To prevent overheating of internal components, do not run the computer for long periods with the case open. The case must be closed to ensure proper air circulation and cooling.

1. Turn off the computer.
2. Disconnect all power cables and modem cables.
3. Remove the five screws at the back of the computer.
4. Remove the cover by sliding it back and up.

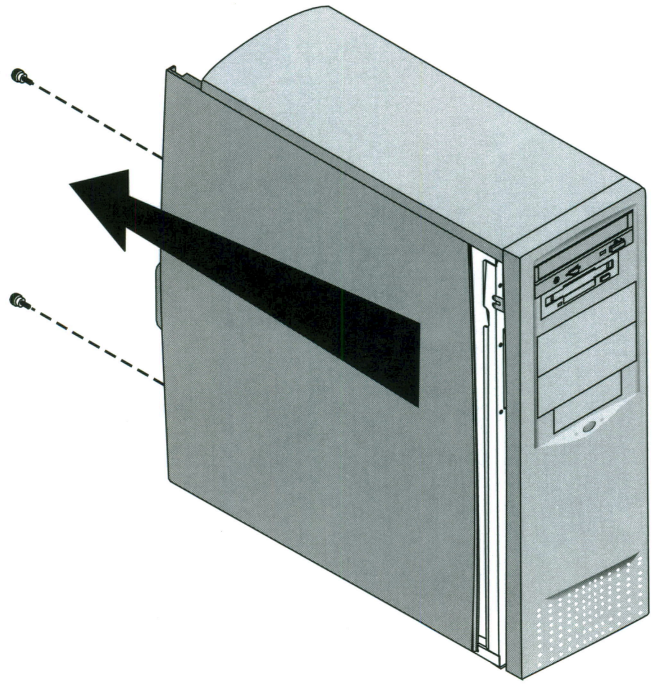


To close the case, reverse this procedure.

Opening the mid-tower case

To open and close the mid-tower case

1. Turn off the computer.
2. Disconnect all power cables and modem cables.
3. Remove the thumbscrews on the right side of the back of the computer.
4. Remove the side panel by pulling on the handgrip between the thumbscrew holes.



5. If you are replacing or installing drives, remove the two screws on the other side of the back of the computer and remove the side panel.

To close the case, reverse this procedure.

Caution!

To prevent overheating of internal components, do not run the computer for long periods with the case open. The case must be closed to ensure proper air circulation and cooling.

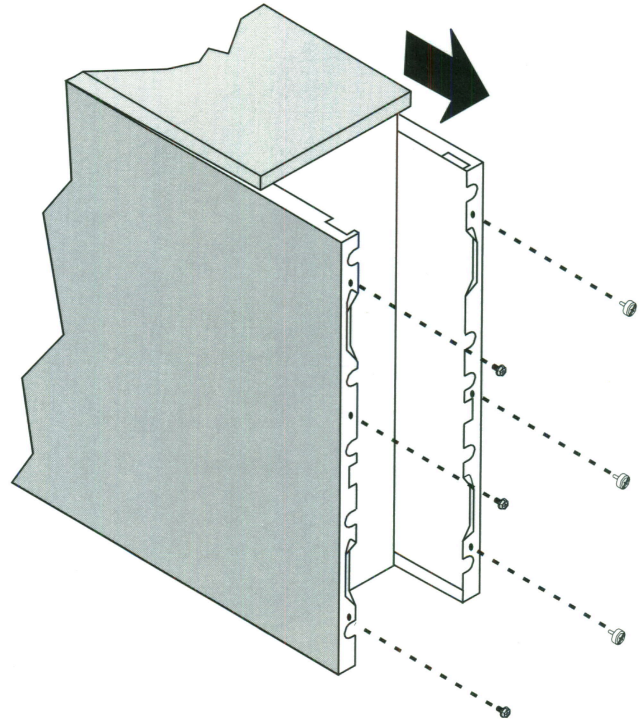
Opening the tower case

To open and close the tower case

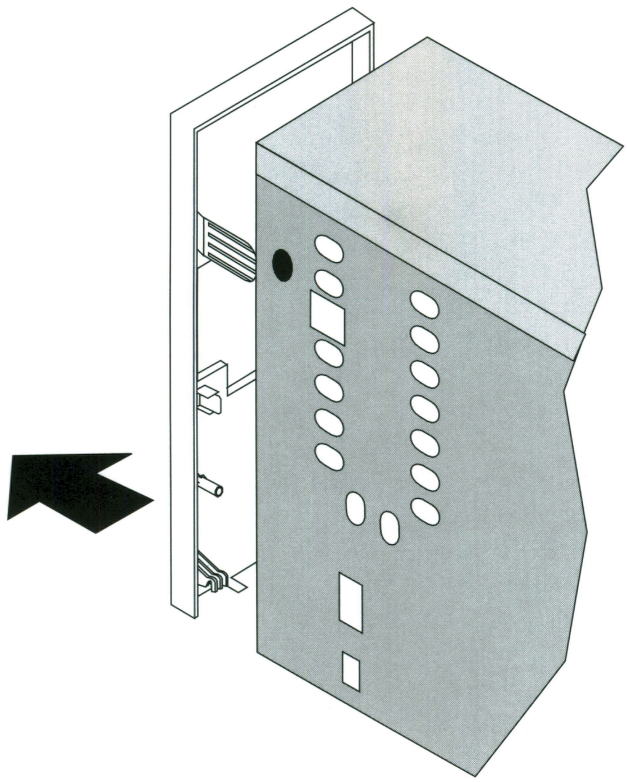
Caution!

To prevent overheating of internal components, do not run the computer for long periods with the case open. The case must be closed to ensure proper air circulation and cooling.

1. Turn off the system.
2. Disconnect all power cables and modem cables.
3. With the back of the computer facing you, remove the thumbscrews and screws that attach the side panels to the case.
4. Remove the panels by pulling them until they come off the case.



5. If you are replacing or installing any of the externally accessible drives, remove the bezel by inserting a finger into each of the two circular openings at the front of the computer, pushing in on the spring clips, and pulling the upper portion of the bezel forward to release it.



To close the case, reverse this procedure.

Installing Memory, Expansion Cards, and Battery

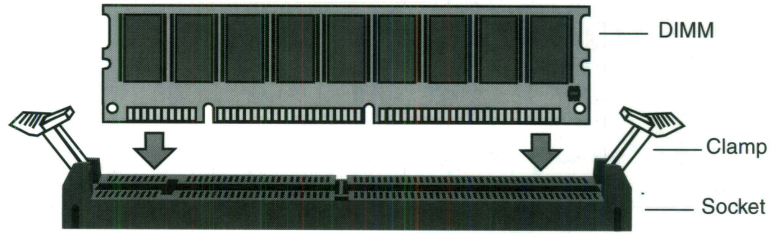
Installing memory 28
Adding expansion cards 29
Replacing the system battery 31

Installing memory

Before installing memory, ensure that you have the correct type for your computer. For information about what memory your computer will support and the location of the memory sockets, refer to your online System Board Technical Reference.

To install a DIMM

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Pull open the socket clamps on each side of the socket.
3. If there is a DIMM in the socket you want to use, carefully pull the DIMM out of the socket.
4. Insert the new DIMM into the socket, as shown below, aligning the two notches in the DIMM with two notches in the DIMM socket.



5. Gently press the DIMM into the socket. The DIMM automatically locks into each of the socket clamps on each end of the DIMM.
6. Close the computer case.
7. Plug in the power cable and peripherals.
8. Turn on the computer.

If your computer does not start up correctly, see "Memory" on page 74 or the section in the "Solving Problems" chapter that corresponds to the problem you are having.

Caution!

Do not try to remove or install a DIMM without opening the socket clamps. You may break the socket or damage the DIMM.

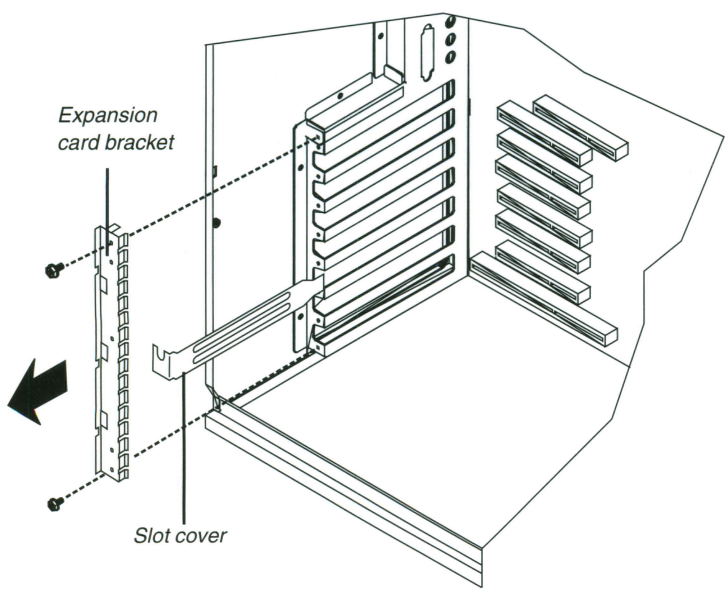
Adding expansion cards

This section describes the basic procedure of adding or replacing a new expansion card. For specific information about installing or configuring a particular card, see the card documentation.

To remove or add an expansion card, you need a Phillips screwdriver. If you remove a card, place it in an antistatic bag.

To add or replace an expansion card

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. If applicable, remove the two screws that attach the expansion card bracket to the case and remove it.



3. If there is a slot cover in the case next to the expansion slot you want to use, remove its screw and pull the slot cover out of the computer. Save the slot cover in case you ever need to use it again.

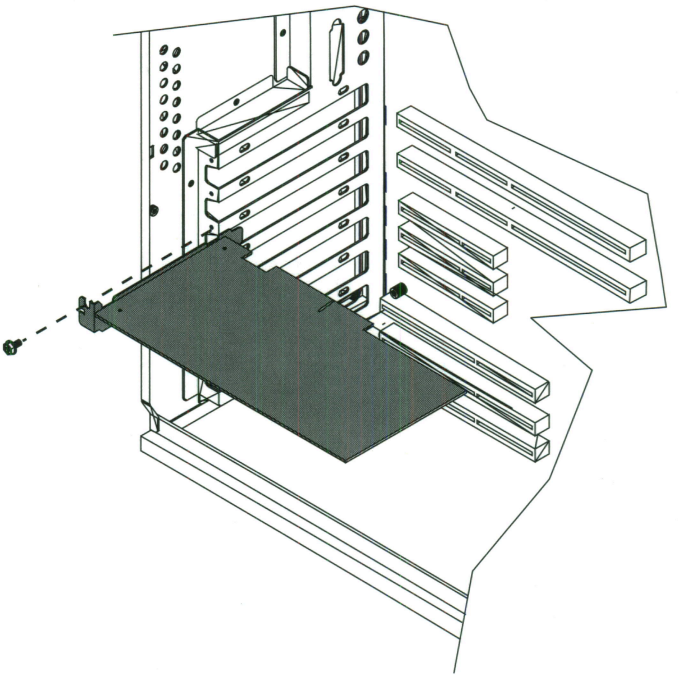
★ *Important!*

The illustrations in this procedure show an expansion card being installed in a tower case. Your computer and expansion card may look slightly different.

4. If there is an expansion card installed in the slot you want to use, unplug the cables connecting the card to other devices (if applicable), grab the upper corners of the card, and pull the card out of the slot.

5. For information about configuring and installing your expansion card, see the card documentation.

6. To secure the new card into the computer, push the edge of the new expansion card into the slot. Ensure that the card is securely seated in the slot, then install the screw.



7. If applicable, reinstall the expansion card bracket.

8. Close the computer case.

9. Plug in the power cable and peripherals.

10. Turn on the computer.

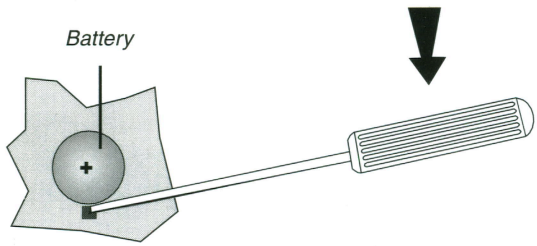
Replacing the system battery

If the settings in the BIOS Setup Utility are not saved when you turn off the computer, or if the computer's clock will not keep time, replace the system battery.

When replacing the battery, use one identical to the original battery. For information about what battery your computer requires and the location of the battery, refer to your online System Board Technical Reference.

To install the battery

1. Enter the BIOS Setup Utility, according to the instructions in Chapter 6, "Using the BIOS Setup Utility," write down all the values in the menus and submenus, then exit from the utility.
2. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
3. Place the edge of a small screwdriver under the battery and lift up the battery until it pops out of the socket.



4. Ensuring that the positive (+) side of the battery is facing up, press the new battery into the socket until it snaps into place.
5. Close the computer case.
6. Plug in the power cable and peripherals.
7. Turn on the computer.

Caution!

Danger of explosion if battery is incorrectly replaced.

Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

8. Enter the BIOS Setup Utility, according to the instructions in Chapter 6, "Using the BIOS Setup Utility."

9. In the BIOS Setup Utility, restore any settings that you wrote down in Step 1.

10. Save and exit the BIOS Setup utility.

Installing Drives

Desktop case 34
- Installing a 3.5-inch diskette drive 34
- Installing a 5.25-inch CD/DVD drive..... 36
- Installing a hard disk drive 40

Micro-tower case 42
- Installing a 3.5-inch diskette drive 42
- Installing a 5.25-inch CD/DVD drive..... 44
- Installing a hard disk drive 45

Mid-tower case 46
- Installing a 3.5-inch diskette drive 46
- Installing a 5.25-inch CD/DVD drive..... 47
- Installing a hard disk drive 49

Tower case 52
- Installing drives in the top drive cage 53
- Installing drives in the middle drive cage..... 54
- Installing drives in the bottom drive cage..... 57

★ *Important!*

To identify your computer case style, see "Identifying your computer case" on page 19.

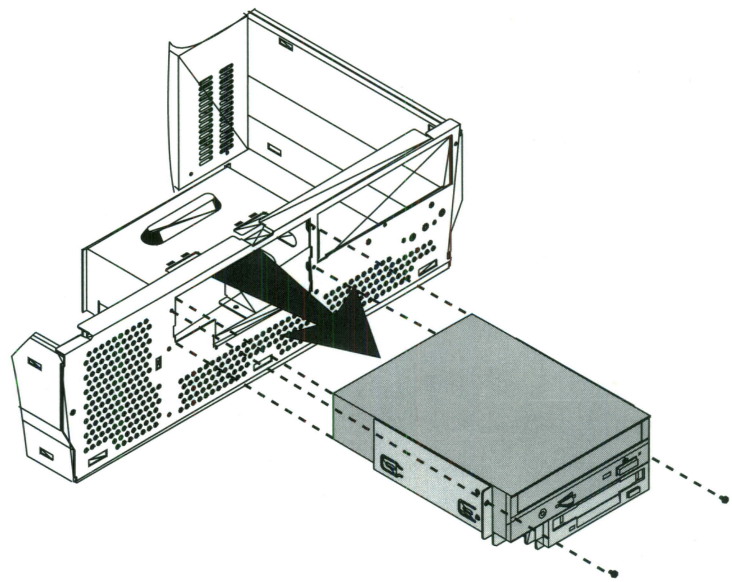
Desktop case

Installing a 3.5-inch diskette drive

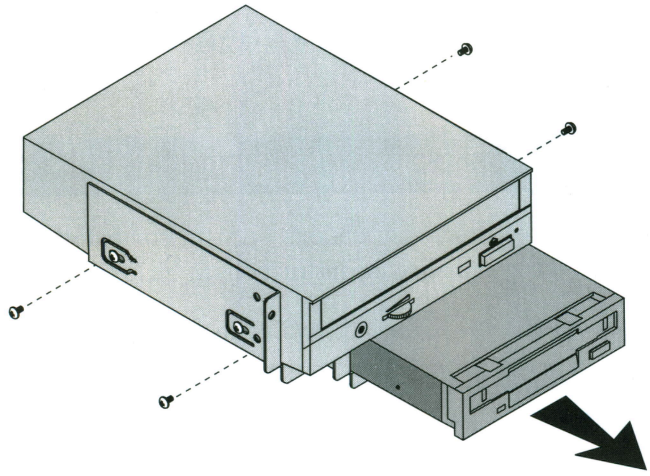
The 3.5-inch drive is secured to a mounting cage, which enables the drive to be easily installed and removed from the computer case.

To install a 3.5-inch drive

1. Review the static electricity precautions, open the computer case, and remove the bezel according to the instructions in Chapter 2.
2. Locate the combination 3.5-inch drive/5.25-inch drive cage.
3. Disconnect the power and data cables from the back of both drives noting their locations and orientations. (You will reconnect these cables after you install the new drive.)
4. Remove the drive cage from the case.



5. Remove the drive from the cage.



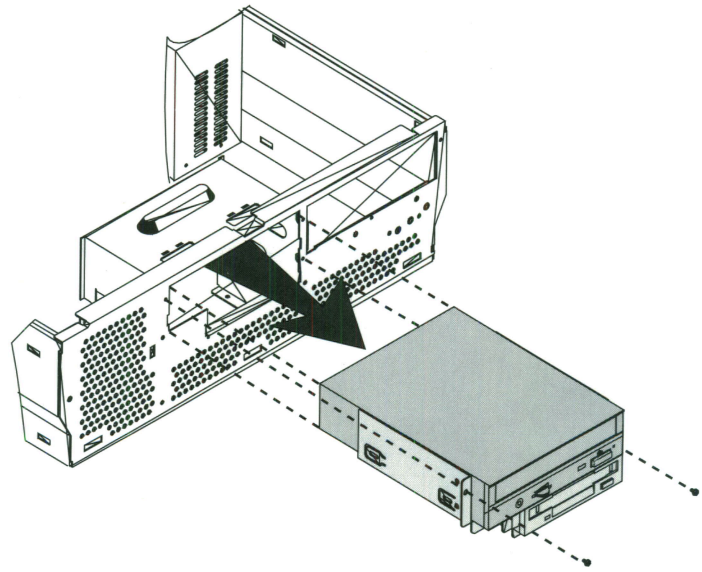
6. Secure the new drive in the cage.
7. Connect the power and data cables to the 3.5-inch and 5.25-inch drives, making sure the cables match their original positions.
8. Reinstall the drive cage in the case.
9. Close the computer case.
10. Plug in the power cable, modem cables (if applicable), and peripherals.
11. Turn on the computer.

Installing a 5.25-inch CD/DVD drive

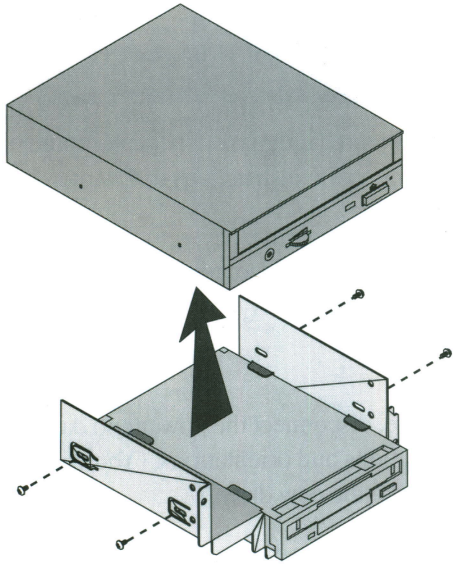
A 5.25-inch drive is secured to same metal mounting cage as the 3.5-inch drive. A 5.25-inch drive, such as a CD or DVD drive, can be installed in this location.

To install a 5.25 inch drive in the center bay

1. Review the static electricity precautions, open the computer case, and remove the bezel according to the instructions in Chapter 2.
2. Locate the combination 3.5-inch drive/5.25-inch drive cage.
3. Disconnect the power and data cables from the back of both drives noting their locations and orientations. (You will reconnect these cables after you install the new drive.)
4. Remove the drive cage from the case.



5. Remove the drive from the cage.



6. Secure the new drive in the cage.
7. Connect the power and data cables to the drives, making sure the cables match their original positions. Configure the drive according to the drive's documentation.
8. Reinstall the drive cage into the case.
9. Close the computer case.
10. Plug in the power cable, modem cables (if applicable), and peripherals.
11. Turn on the computer.

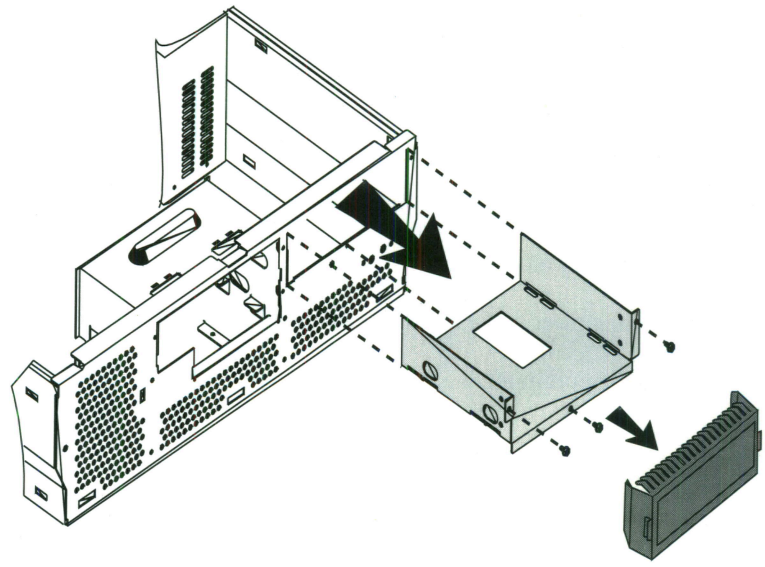
You can install another 5.25-inch drive, such as a CD or DVD drive, in the drive expansion bay to the right of the case.

To install a 5.25-inch drive in the expansion bay

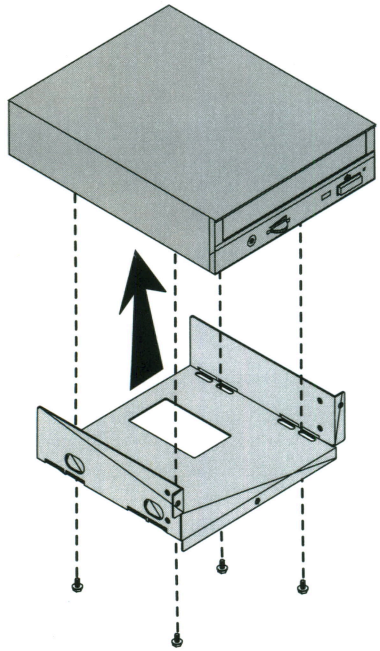
1. Review the static electricity precautions, open the computer case, and remove the bezel according to the instructions in Chapter 2.
2. If a drive is not yet installed in the drive bay, remove the metal drive bay cover from the front of the bay. Also, remove the plastic drive bay cover from the front bezel.

   - OR -

   If you are replacing a drive, disconnect the power and data cables from the drive noting their locations and orientations. (You will reconnect these cables after you install the new drive.)
3. Remove the drive cage from the case.



4. If you are replacing a drive, remove it from the mounting cage.



5. Secure the new drive in the cage.
6. Install the drive cage in the case.
7. Connect the power and data cables to the drive. Configure the drive according to the drive's documentation.
8. Close the computer case.
9. Plug in the power cable, modem cables (if applicable), and peripherals.
10. Turn on the computer.

Installing a hard disk drive

The hard disk is secured to a metal mounting cage that enables the drive to be easily installed and removed from the case.

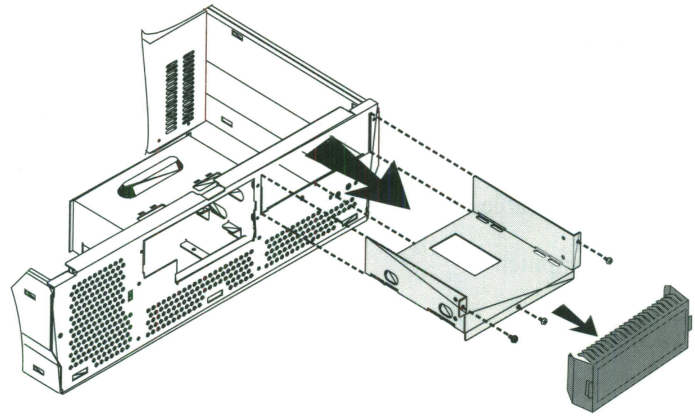
To install a hard disk drive

1. Review the static electricity precautions, open the computer case, and remove the bezel according to the instructions in Chapter 2.
2. Locate the 5.25-inch drive cage to the right of the case.
3. If the drive bay is empty, remove the metal drive bay cover from the front of the 5.25-inch drive bay.

   - OR -

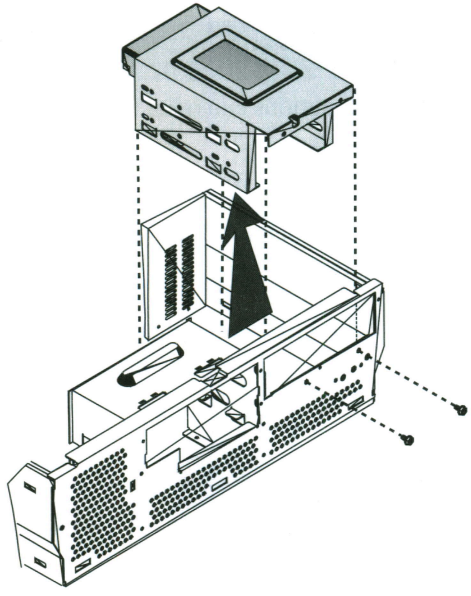
   If a drive is installed in the 5.25-inch drive bay, disconnect the data and power cables from the drive noting their locations and orientations. (You will reconnect these cables after you install the new drive.)
4. Remove the drive cage from the case.

   The hard drive cage is underneath.



5. Disconnect the hard disk data and power cables from the hard disk noting their locations and orientations. (You will reconnect these cables when you install the new hard disk.)

6. Remove the hard disk cage from the case.



7. Configure the drive according to the drive's documentation.

8. Reinstall the drive cages into the case.

9. Close the computer case.

10. Plug in the power cable, modem cables (if applicable), and peripherals.

11. Turn on the computer.

★ *Important!*

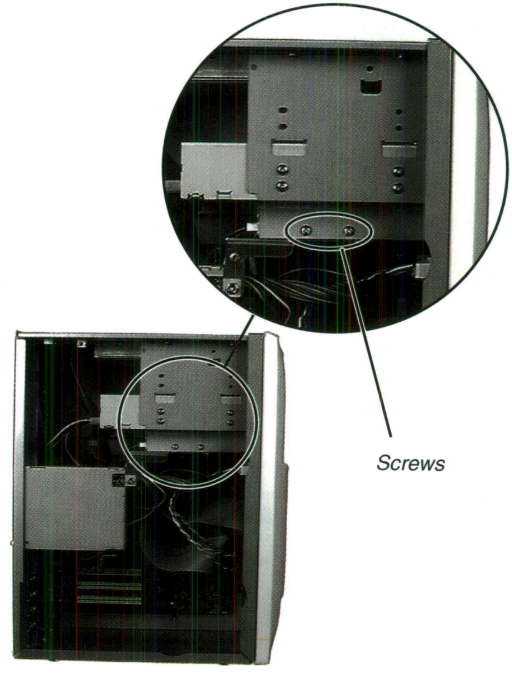
To identify your computer case style, see "Identifying your computer case" on page 19.

Micro-tower case

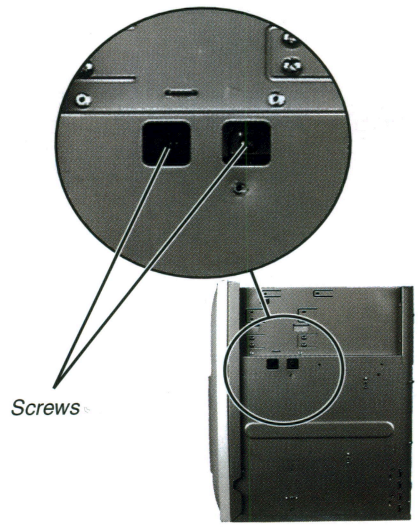
Installing a 3.5-inch diskette drive

To install a 3.5-inch drive

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Disconnect the power and data cables from the back of the 3.5-inch drive noting their locations and orientations. (You will reconnect these cables after you install the new drive.)
3. On the left side of the case, remove the screws that secure the drive to the case.



4. On the right side of the case, remove the screws that secure the drive to the case.



5. Remove the drive from the case.
6. Secure the new drive in the case.
7. Connect the power and data cables to drive, making sure the cables match their original positions.
8. Close the computer case.
9. Plug in the power cable, modem cables (if applicable), and peripherals.
10. Turn on the computer.

Installing a 5.25-inch CD/DVD drive

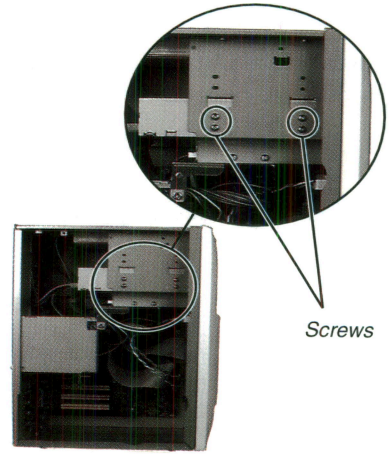
The computer case contains two expansion bays in which you can install 5.25-inch drives, such as CD or DVD drives.

To install a 5.25 inch drive

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Locate a 5.25-inch drive bay in which you want to install the new drive.
3. If the drive bay is empty, remove both the plastic and metal drive bay covers from the front of the drive bay.

   - OR -

   If you are replacing a drive, disconnect the power and data cables from the back of the drive noting their locations and orientations (you will reconnect these cables after you install the new drive), then remove the drive.



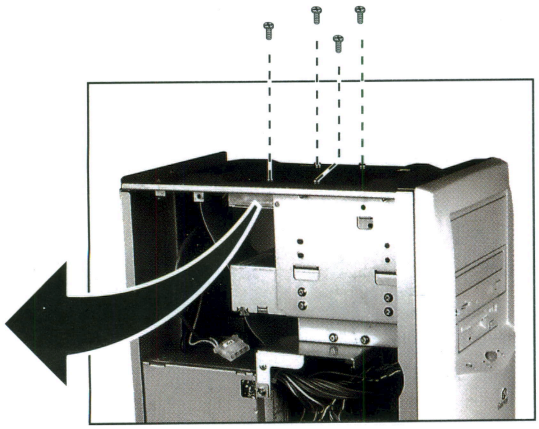
4. Secure the new drive in the computer.
5. Configure the drive according to the drive's documentation.
6. Close the computer case.

7. Plug in the power cable, modem cables (if applicable), and peripherals.
8. Turn on the computer.

Installing a hard disk drive

To replace the hard disk drive

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Disconnect the hard disk data and power cables from the hard disk noting their locations and orientations (you will reconnect these cables when you install the new hard disk), remove the screws, then remove the drive.



3. Configure the drive according to the drive's documentation.
4. Secure the new drive into the case.
5. Close the computer case.
6. Plug in the power cable, modem cables (if applicable), and peripherals.
7. Turn on the computer.

★ *Important!*

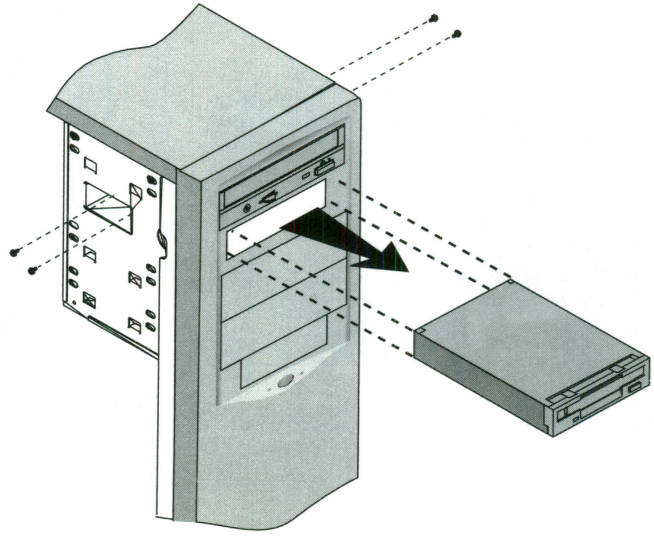
To identify your computer case style, see "Identifying your computer case" on page 19.

Mid-tower case

Installing a 3.5-inch diskette drive

To install a 3.5-inch diskette drive

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Locate the 3.5-inch drive.
3. Disconnect the power and data cables from the back of the drive noting their locations and orientations (you will reconnect these cables after you install the new drive).
4. Remove the drive from the case.



5. Install the new drive in the cage.
6. Connect the power and data cables to the 3.5-inch drive, making sure the cables match their original positions.
7. Close the computer case.
8. Plug in the power cable, modem cables (if applicable), and peripherals.
9. Turn on the computer.

Installing a 5.25-inch CD/DVD drive

The computer case contains three expansion bays in which you can install 5.25-inch drives, such as CD or DVD drives.

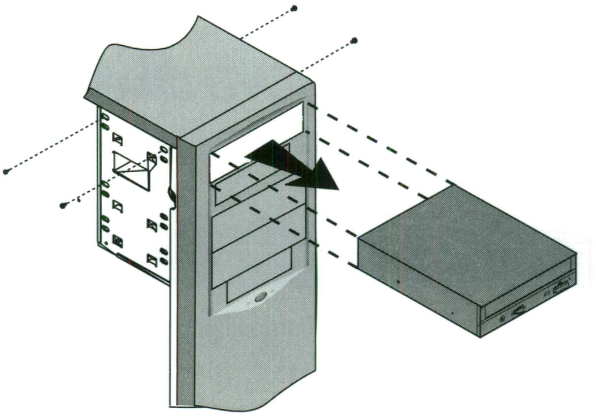
To install a 5.25-inch drive

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Locate the drive bay in which you will install the new drive.

3. If the drive bay is empty, remove both the metal and plastic drive bay covers from the front of the drive bay.

   - OR -

   If you are replacing a drive, disconnect the power and data cables from the back of the drive noting their locations and orientations (you will reconnect these cables after you install the new drive), and remove the drive.



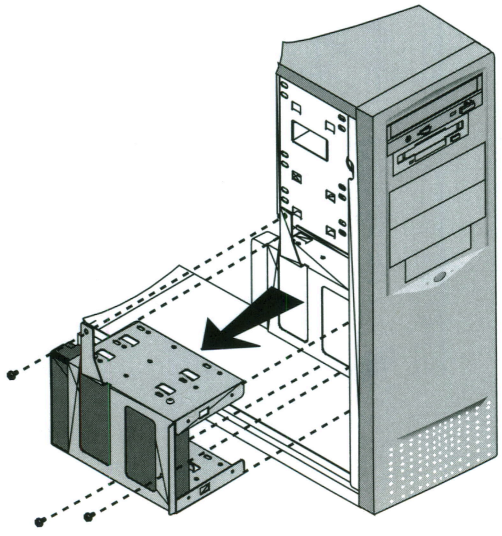
4. Secure the new drive in the computer.
5. Connect the power and data cables to the drive. Configure the drive according to the drive's documentation.
6. Close the computer case.
7. Plug in the power cable, modem cables (if applicable), and peripherals.
8. Turn on the computer.

Installing a hard disk drive

The hard disk is secured to a mounting cage, which enables the drive to be easily installed and removed from the computer case.

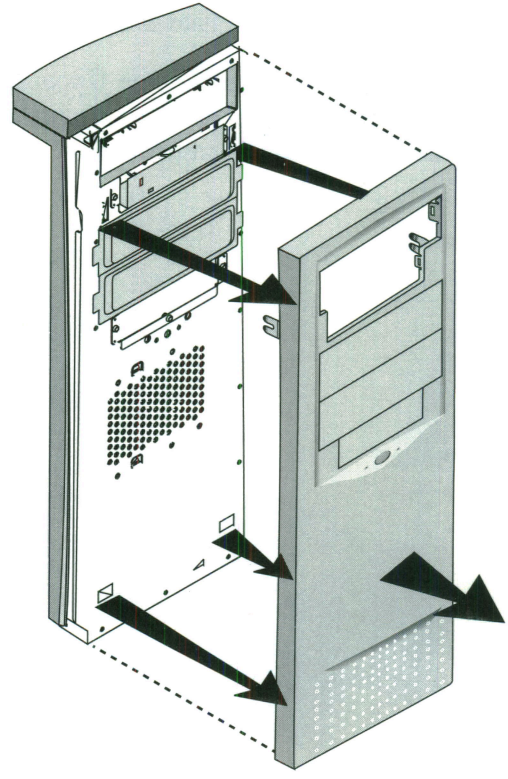
To install a hard disk drive

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Disconnect the hard disk data and power cables from the hard disk noting their locations and orientations. (You will reconnect these cables when you install the new hard disk.)
3. Remove the hard disk cage from the case. If your hard drive cage requires that you remove screws at the front of the case, remove the case bezel first by following the instructions in Step 4.

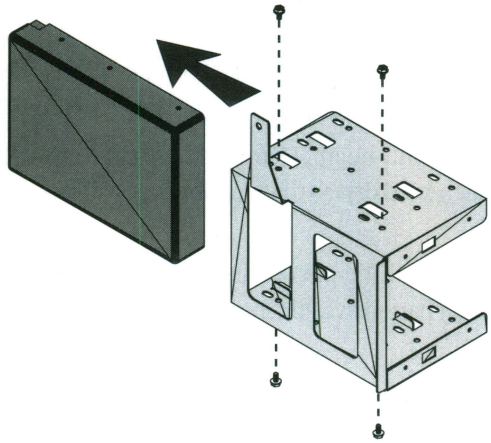


4. If you are removing a hard drive cage that is secured by screws at the front of the case:

   - To prevent damaging the 5.25-inch drives (including CD/DVD drives), remove them all from the computer (see "Installing a 5.25-inch CD/DVD drive" on page 47.)
   - Remove the bezel by inserting a finger into each of the two circular openings at the front of the computer, pushing in on the spring clips and pulling the upper portion of the bezel forward to release it.



5. Remove the hard disk from the cage.



6. Configure the drive according to the drive's documentation.
7. Reinstall the drive cage into the case.
8. Replace the front bezel (if applicable).
9. Reinstall any removed 5.25-inch drives (if applicable).
10. Close the computer case.
11. Plug in the power cable, modem cables (if applicable), and peripherals.
12. Turn on the computer.

Important!

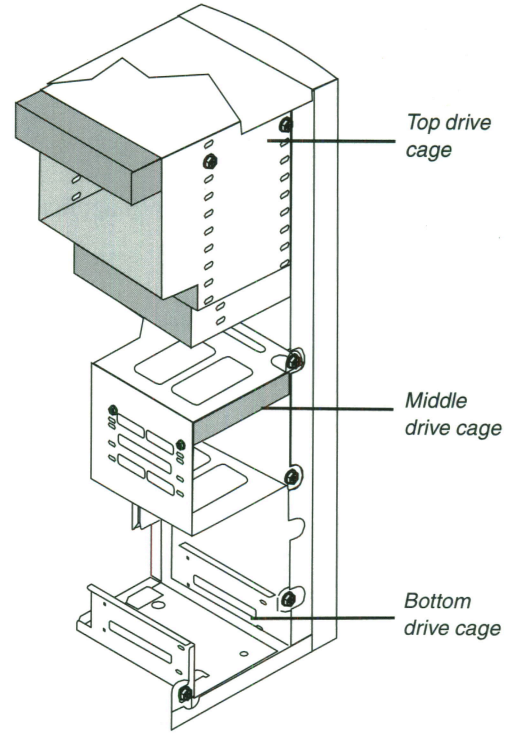
To identify your computer case style, see "Identifying your computer case" on page 19.

Tower case

The drive cages in your computer can hold the following drives:

- Top drive cage: five drives (5.25-inch and 3.5-inch) that can be accessed from outside the computer.
- Middle drive cage: two full-height (1.6-inch high) or three half-height (1-inch high) 3.5-inch hard drives that are not accessible from outside the computer.
- Bottom drive cage: one full-height (1.6-inch high) or two half-height (1-inch high) 3.5-inch hard drives that are not accessible from outside the computer.

The following illustration shows the location of the drive cages.



Installing drives in the top drive cage

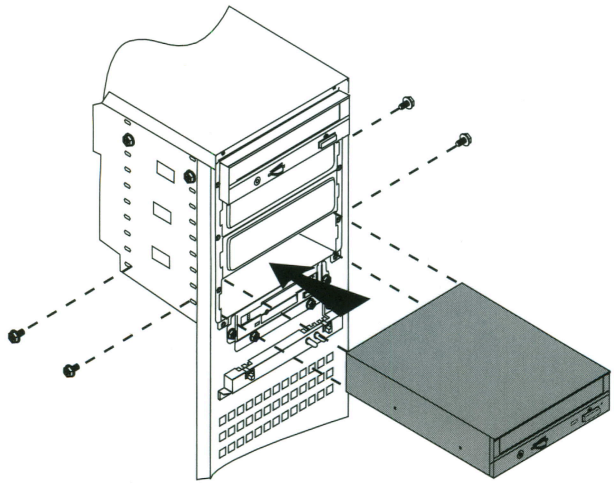
You can install 5.25-inch and 3.5-inch externally accessible drives in the top drive cage.

To install a drive in the top drive cage

1. Review the static electricity precautions, open the computer case, and remove the bezel according to the instructions in Chapter 2.
2. Locate the drive bay in which you will install the new drive.
3. If the drive bay is empty, remove both the metal and plastic drive bay covers from the front of the drive bay.

   - OR -

   If you are replacing a drive, disconnect the power and data cables from the back of the drive noting their locations and orientations (you will reconnect these cables after you install the new drive), and remove the drive.
4. Secure the new drive in the computer.



5. Connect the cables to the drive.
6. Configure the drive according to the drive's documentation.

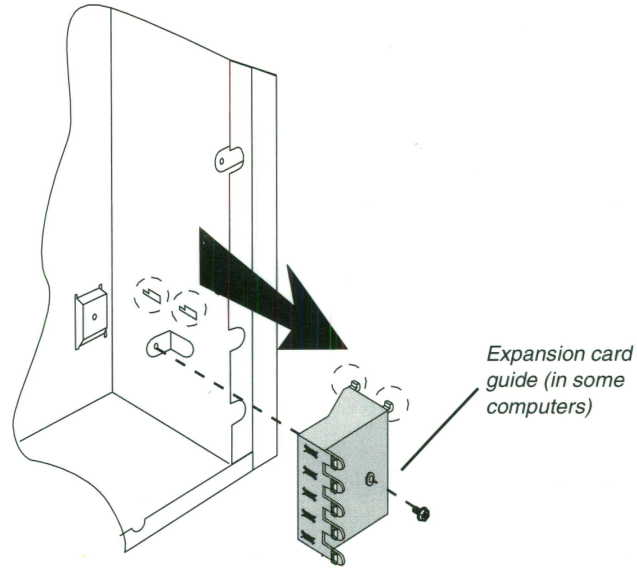
7. Close the computer case.
8. Plug in the power cable, modem cables (if applicable), and peripherals.
9. Turn on the computer.

Installing drives in the middle drive cage

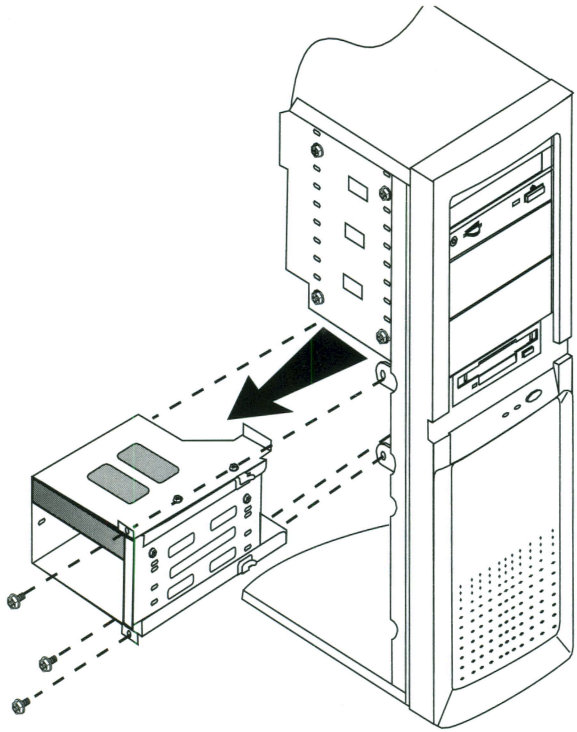
You can install 3.5-inch hard drives in the middle drive cage.

To install a drive in the middle drive cage

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. If any drives are in the cage, disconnect the power and data cables from the back of the drive noting their locations and orientations. (You will reconnect these cables after you install the new drive.)
3. If your computer includes an expansion card guide, remove any long expansion cards attached to the card guide, remove the screw that attaches the expansion card guide to the case, then slide the card guide out of the computer.

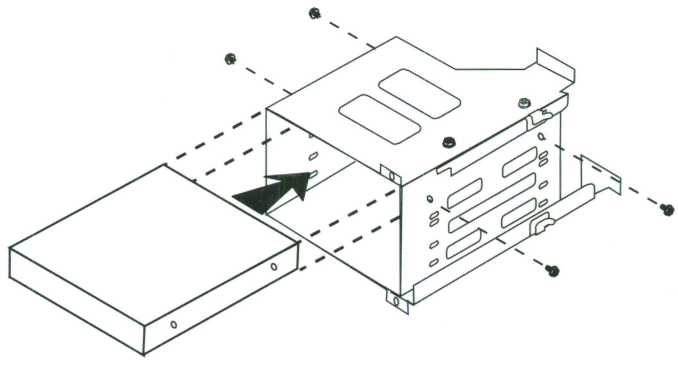


4. Remove the middle drive cage from the case.



5. If a drive is in the bay of the cage that you want to use, remove the screws that attach the drive to the cage and remove the drive.

6. Secure the new drive in the cage.



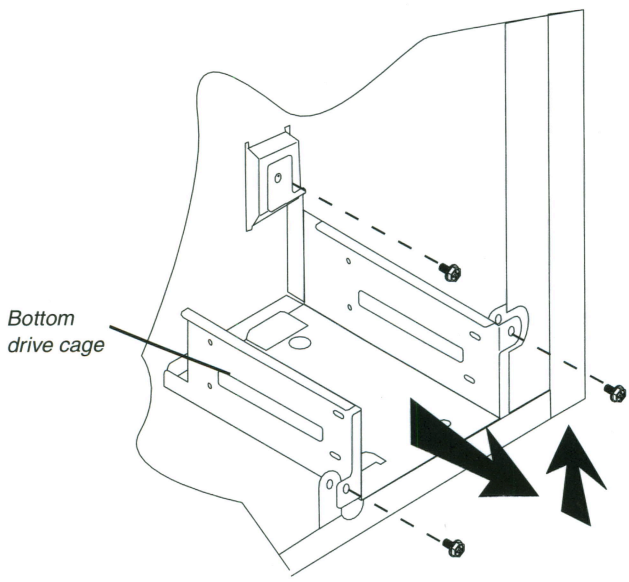
7. Install the drive cage into the case, making sure to hook the tabs on the cage into the slots on the case.
8. Configure the drive according to the drive's documentation.
9. If an expansion card guide was included in your computer, replace it and any expansion cards you removed.
10. Close the computer case.
11. Plug in the power cable, modem cables (if applicable), and peripherals.
12. Turn on the computer.

Installing drives in the bottom drive cage

You can install 3.5-inch hard drives in the bottom drive cage.

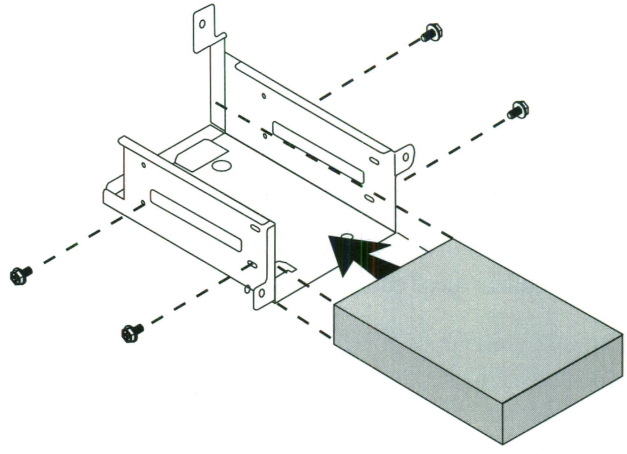
To install a drive in the bottom drive cage

1. Review the static electricity precautions and open the computer case according to the instructions in Chapter 2.
2. Remove the right side panel of the case.
3. If replacing a hard disk, disconnect the hard disk data and power cables from the hard disk noting their locations and orientations. (You will reconnect these cables when you install the new hard disk.)
4. If your computer includes an expansion card guide, remove any long expansion cards attached to the card guide, remove the screw that attaches the expansion card guide to the case, then slide the card guide out of the computer.
5. Remove the screws that attach the drive cage to the case, slide the cage forward, then lift it out of the case.

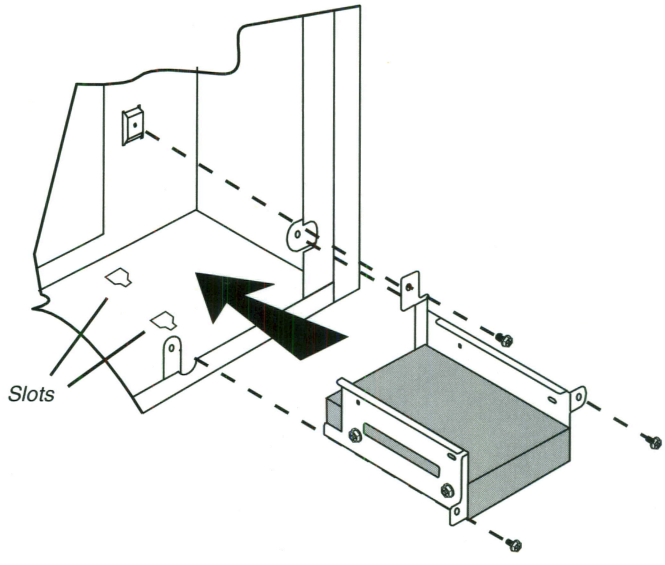


6. If a drive is in the bay of the cage that you want to use, remove the screws that attach the drive to the cage and remove the drive.

7. Secure the new drive into the cage with the bottom of the drive facing up.



8. Install the drive cage into the case, making sure to hook the tabs on the cage into the slots on the case.



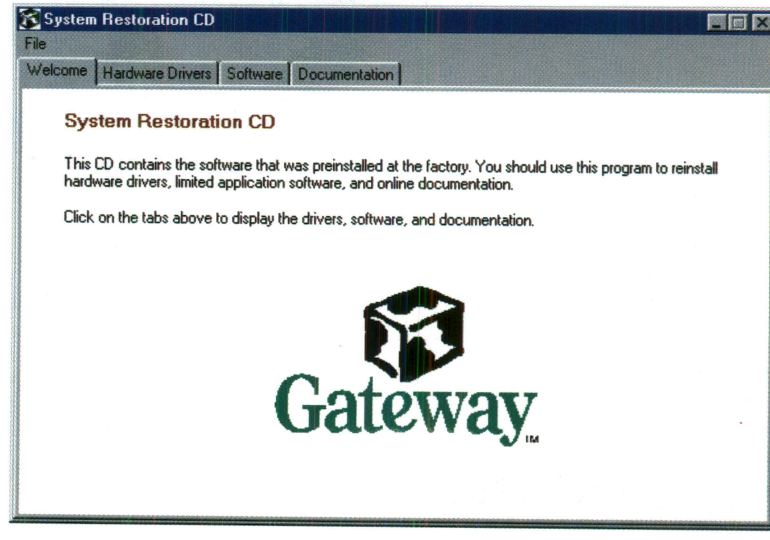
9. Configure the drive according to the drive's documentation.
10. Reinstall the drive cage into the case.
11. Close the computer case.
12. Plug in the power cable, modem cables (if applicable), and peripherals.
13. Turn on the computer.

Solving Problems

Using the System Restoration CD 62
Using the HelpSpot to solve problems 63
Troubleshooting..... 69
Error messages..... 81

Using the System Restoration CD

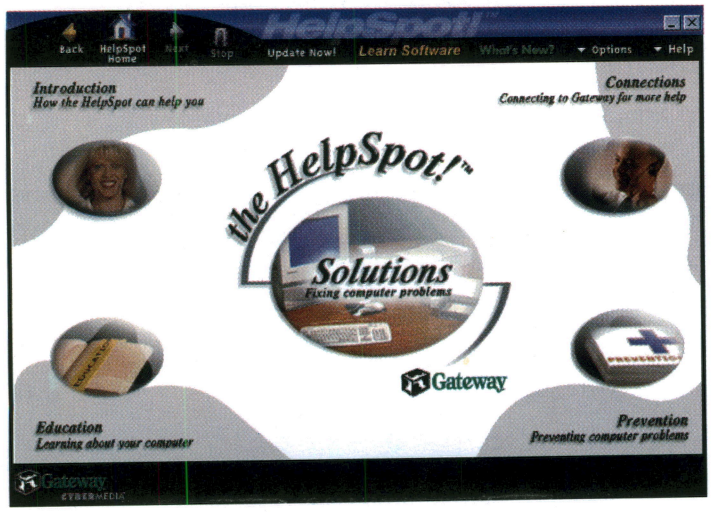
The System Restoration CD contains a backup copy of software that was installed on your computer at the factory. Use the CD if you need to reinstall hardware drivers, software, or the online documentation.


System Restoration CD
File
Welcome
Hardware Drivers
Software
Documentation
System Restoration CD
This CD contains the software that was preinstalled at the factory. You should use this program to reinstall hardware drivers, limited application software, and online documentation.
Click on the tabs above to display the drivers, software, and documentation.
Gateway
TM

For instructions on using the CD, refer to the on-screen information and the information included with the CD.

Using the HelpSpot to solve problems

The HelpSpot application contains problem solving tools and information in addition to tools to help you prevent computer problems. Using HelpSpot, you can also access Gateway technical support using your Internet connection.



Solving problems with Spot Check

The Solutions section is the diagnostic heart of the HelpSpot and it's where you'll find Spot Check. Spot Check is a comprehensive diagnostic program that provides a systematic method for identifying and repairing computer problems.

When you click Spot Check:

1. Spot Check begins by diagnosing your computer and alerting you to potential problems.
2. If a problem cannot be automatically fixed, Spot Check provides step-by-step instructions that guide you through the repair procedure.

3. If Spot Check is unable to catch or satisfactorily repair a problem, you can tell Spot Check that you are still having a problem. The Spot Check Advisor gathers information based on responses you supply, and proposes possible solutions to your problem.

4. If Spot Check is still unable to solve your problem, you can send Gateway an e-mail report about the problem and receive technical support. To do so, click **Connections** in the main window, and click **Report a Problem** in the Connections window.

Performing a Spot Check

To access Spot Check, click **Solutions** in the main window.

Several options for performing a Spot Check are available:

- **Full Spot Check:** To perform a Spot Check on your entire computer, click the **Spot Check!** button at the bottom center of the window.

  A full Spot Check is quite thorough and will take a few minutes to complete.

- **Component Spot Check:** If you suspect that you are having a specific hardware problem, click the appropriate hardware picture. A menu appears; click **Check** *component*. Spot Check performs a check-up restricted to that component only.
- **Software application Spot Check:** If you are having a specific software application problem, click the monitor. A menu appears. Click **Check Applications**.

Repairing problems

When Spot Check is finished, it displays a Spot Check Report that lists the problems in order of severity:

- Problems such as a failing hard drive or missing software components that should be fixed.
- Potential problems that may or may not affect your computer. For example, a potential problem could be a shortcut that no longer properly points to an application on your computer.
- Tips and performance advice that provide optional techniques for enhancing the speed and efficiency of your computer.

Using AutoFix

When Spot Check tells you that your computer has problems, click AutoFix on the initial Spot Check Report window. The HelpSpot then attempts to repair all of the problems listed in the Spot Check Report.

After an AutoFix, the HelpSpot might report that some problems identified in the Spot Check cannot be automatically fixed. A manual fix is the solution for these problems.

Note:

You can automatically fix some problems directly from the Spot Check Report. Because some performance tips modify Windows preferences, you need to click View to review performance tips before you fix them.

Manually fixing a problem

Certain types of computer problems cannot be repaired automatically. A solution for these problems is still provided, but your participation is necessary to repair them. For example, if Spot Check determines that an important software component is missing, you'll need to locate the required CD or diskette and install the component.

To manually fix a problem, follow the step-by-step instructions in the Fix Info window.

Fix Info

View the Fix Info window by clicking the **View** button from the Spot Check Report, selecting a problem from the list, and then clicking the **Fix Info** button.

Use Fix Info to:

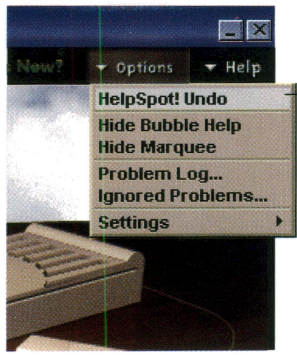
- Learn about a problem, what caused it, and the possible solutions the HelpSpot suggests.
- AutoFix individual problems. This method is identical to clicking **AutoFix** from the main Spot Check Report window, except you can fix problems individually.
- Manually fix problems that cannot be fixed automatically.
- Print a report of the problem for future reference.
- Tell Spot Check to ignore a problem in the future if it incorrectly identifies a problem that really isn't a problem on your computer. For example, if you chose not to install certain options while installing an application, Spot Check might consider those missing options a problem.

Note:

Clicking **Ignore** tells the HelpSpot to skip that problem during future Spot Checks. Ignored problems can be restored by clicking **Undo** on the **Options** menu.

Reversing Spot Check changes

Although Spot Check fixes have been tested to verify that they are safe, a fix may nevertheless cause an unexpected change in your computer. For example, if Spot Check incorrectly identifies hardware in your computer, an AutoFix suggested for that hardware will be incorrect and may cause other conflicts. Spot Check keeps track of all changes made to your computer, making it easy to reverse most fixes.



To undo a Spot Check fix, click Options and click HelpSpot! Undo.

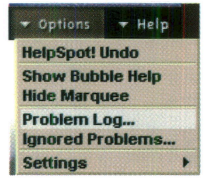
The HelpSpot Advisor

Spot Check sometimes needs your help in finding a satisfactory solution to a computer problem. Unlike the automated problem solving performed during a Spot Check, the next level of problem solving, the HelpSpot Advisor, requires your assistance in order to clarify the nature of the problem.

When Spot Check is finished, it asks if you are having problems that it did not detect. If you do have a problem that Spot Check didn't find, click **Yes** to enter the HelpSpot Advisor. Advisor attempts to narrow down your problem by asking a series of questions. Answering these questions helps Advisor identify a possible solution to your problem. When Advisor identifies a possible solution, a solution window appears containing instructions on how to fix the problem.

Problem Log

A list or log of all the problems the HelpSpot identifies in your computer is an important reference tool. The HelpSpot keeps a complete log of the problems it find each time you perform a Spot Check. To view the Problem Log, click the **Options** menu and then select **Problem Log**.



Troubleshooting

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove the computer cover while the computer is turned on.
- Do not attempt to open the monitor; to do so is extremely dangerous. Even if the monitor's power is disconnected, energy stored in the monitor's components can be dangerous. Also, opening the monitor voids its warranty.
- Make certain you are properly grounded before opening the computer chassis. See the static electricity precautions in Chapter 2 for more information on preventing electrostatic damage to the computer.

> ⚠ *Warning!*
>
> When you turn the computer off by pressing the power button, some electric current still flows through the computer. Before removing the computer cover or connecting or removing any peripherals, turn off the computer and then unplug all power cables and modem cables.

Troubleshooting tips

If you have problems with your computer, use these basic troubleshooting tips:

- Make sure the power cable is connected to the computer and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip, make sure it is switched on.
- Make sure the voltage selection switch on the back of the computer is set to the proper voltage.
- If a peripheral, such as the keyboard, mouse, hard drive, or printer does not work, ensure that all connections are secure.
- If an error message appears on the screen, write it down completely. You may be asked about it when contacting technical support.
- If you added or removed computer components, review the procedures you performed to see if you made a mistake.
- If an error occurs in an application, consult the application's online Help and printed documentation (if applicable).

CD/DVD drive

The computer does not recognize the CD/DVD drive

Probable Cause	Solution
The CD is loaded incorrectly.	Make certain the CD label is facing upward and then try again.
The CD is dirty.	Clean the CD with a lint-free cloth.
A SCSI CD/DVD drive, may not be connected correctly to the SCSI controller card.	Check the cable connected to the SCSI card. If the CD/DVD drive is the last drive on the SCSI cable (the drive farthest from the card), make sure the CD/DVD drive is terminated. For more information, see your drive documentation.
The IDE controller for the drive may be disabled.	Restart your computer and then press F1 to enter the Setup program. Make sure that the IDE controllers are enabled in the program.
The drive may not be configured properly.	Consult the drive's documentation for instructions on how to configure the drive.
The CD/DVD drive cables are not installed correctly.	Open the computer and check that the cables are connected correctly to the CD/DVD drive.
The IDE cable is not installed correctly.	Open the computer and check that the IDE cable is connected to the system board IDE connector.

An audio CD produces no sound

Probable Cause	Solution
The CD is loaded incorrectly.	Make certain the CD label is facing upward and then try again.
The speakers are not connected.	Check the speaker cables. Make certain they are connected properly and securely.
The speaker volume is turned down.	Check the volume control on the speaker and on the CD/DVD drive.
The sound card may not be installed correctly.	Open the computer and then reseat the sound card. Make certain the cables are connected properly.
The speakers may be faulty.	Connect a set of headphones to the audio-out jack to test the output. If they work, replace the speakers.

Diskette drive

The diskette drive is not recognized by the computer

Probable Cause	Solution
The diskette drive controller may be disabled.	Restart your computer and then press F1 to enter the Setup program. Make sure that the diskette controller is enabled in Setup.
The diskette drive may be configured incorrectly.	Restart your computer and then press F1 to enter the Setup program. Make sure that the diskette drive settings are correct in Setup.
The diskette drive cables are not installed correctly.	Open the computer and check that the cables are connected correctly to the diskette drive.
The controller cable is not installed correctly.	Open the computer and check that the diskette cable is connected to the system board diskette connector.

The diskette drive will not read, write, or format

Probable Cause	Solution
The diskette is not IBM formatted.	Make certain the diskette you are trying to format is IBM compatible. If it is, try reformatting it. If the diskette is not IBM-compatible, use a different diskette.
The diskette is corrupted.	Run ScanDisk on the diskette (see Windows Help for information on ScanDisk). If errors are detected and corrected, try using the diskette again.
The diskette is write protected.	Make certain the write-protection tab on the upper-right corner of the diskette is closed (unprotected).

The diskette drive LED is lit continuously

Probable Cause	Solution
The diskette is corrupted.	Remove the diskette from the drive. If the light remains on, try restarting the computer.
The cable to the drive is not connected properly.	Open the computer and check the cable between the diskette drive and its controller. Make certain the pins are not bent or misaligned.

Expansion cards

An expansion card is not recognized by the computer

Probable Cause	Solution
The card was not installed correctly.	Reseat the card and, if applicable, make certain that its jumpers are configured appropriately. See the card documentation for more information.

Hard disk drive

A SCSI drive is not recognized by the computer

Probable Cause	Solution
The expansion controller card is not seated properly.	Open the computer and reseat the drive controller.
The cables are not connected correctly.	Open the computer and check that the controller and power cables are connected correctly to the drive.
The SCSI drive is not properly terminated.	Make certain the last device on the SCSI cable is properly terminated.
The drive is configured with a conflicting SCSI address.	Change the drive's SCSI address to one that is not currently being used by the computer. For more information, see your drive documentation.

An IDE drive is not recognized by the computer

Probable Cause	Solution
The IDE device may be configured incorrectly.	Restart your computer and then press F1 to enter the Setup program. Make sure the IDE connectors are enabled in Setup.
The drive may not be configured properly.	Consult the hard drive's documentation for instructions on how to configure the drive.
The IDE cable is not installed correctly.	Open the computer and check that the IDE cable is connected to the system board IDE connector.

Keyboard

The keyboard does not work

Probable Cause	Solution
A key was depressed while the computer started up.	Clear the sticking key and then turn off the computer, wait for a few seconds, and turn the computer back on.
The keyboard is not plugged in or connected properly.	Check the keyboard cable. Make certain it is plugged in correctly.
Something spilled into the keyboard.	Turn off the computer. Turn the keyboard upside down to let it dry before turning the computer back on.
The keyboard is defective.	Try a keyboard you know is working.

Memory

Memory errors were detected during computer startup

Probable Cause	Solution
The memory module was installed incorrectly.	Check the memory module for proper seating and orientation.
A memory chip on a module is faulty.	Replace the module on which the faulty chip resides. Third-party diagnostic programs can help determine which chip or memory segment is failing.

Modem

The modem is not recognized by the computer

Probable Cause	Solution
The modem is not connected to a live phone jack.	Make certain the line connected to the modem is live and plugged into the appropriate port on the modem (line port).
The phone jack is shared by another modem or telephone.	If the modem shares the jack with another device, make certain the other device does not have the port open (for instance, someone is on the phone, or another modem is in use).
The modem is not configured with a valid interrupt or address.	Check the system settings for possible conflicts. If one exists, correct the problem by selecting an available interrupt and address.
The modem is not seated properly in the expansion slot.	Open the computer and reseat the modem.

Mouse

The mouse does not work

Probable Cause	Solution
The mouse is not plugged in or connected properly.	Check the mouse cable. Make certain that it is plugged in correctly.
The mouse driver did not load when the computer started.	Load the driver manually or contact technical support.
The mouse is defective.	Try a mouse you know is working.

The mouse pointer moves erratically on the screen

Probable Cause	Solution
There is dirt inside the mouse.	Remove the mouse roller ball and clean the ball and the inside of the mouse-ball socket.

Printer

For information beyond these basic troubleshooting steps, refer to your printer documentation.

The printer will not turn on

Probable Cause	Solution
The printer is not plugged in.	Check the power cable. Make certain it is plugged into a live power source.
The printer is not turned on.	Make certain the printer is turned on. If the printer has power, the power LED should be on.
The printer is defective.	Try another printer, if one is available.

The printer is turned on but will not print

Probable Cause	Solution
The printer is not connected to the computer.	Check the data cable between the printer and the computer. Make certain it is connected to the proper port. Check the connector and cable for bent or broken pins.
The printer is not designated as the default printer.	If the printer to which you are trying to print is not the default printer, make certain you have selected it through the application's printer setup function.
The printer has not been added to the computer.	In the Printers window (**Start | Settings | Printers**), double-click **Add Printer**. Follow the directions for adding the new printer.

The printer prints garbled text

Probable Cause	Solution
The wrong driver is being used for the selected printer.	In the Printers window (**Start | Settings | Printers**), select the printer. From the **File** menu, click **Properties.** Make certain the printer is using the right printer driver. If not, install the correct one.

System

The computer will not start up

Probable Cause	Solution
The computer is not connected to an AC outlet.	Check the power cable and make certain it is connected to an AC power source.
Voltage selection switch not set correctly.	Make certain the voltage selection switch reflects the correct power source for your area.
The power supply is not connected to the system board.	Check the cable connecting the power supply to the system board.

The settings in the Setup program are not retained

Probable Cause	Solution
The system battery has failed.	See "Replacing the system battery" on page 31.
The system battery was installed incorrectly.	Make certain the battery is installed with the positive (+) side up.

Video/Display

The computer is running but there is no display

Probable Cause	Solution
The monitor is not turned on.	Make certain the monitor is plugged in and turned on. If the monitor is turned on, the power LED should be lit.
The monitor cable is not connected.	Make certain the monitor cable is connected to the video port on the back of the computer.
The connector or cable is damaged.	Check the connector and cable for bent or damaged pins.
The monitor brightness and contrast controls are turned down.	Adjust the brightness and contrast controls to the center position.
The video card is not seated correctly.	Open the computer and reseat the video card.
The monitor is defective.	Connect a working monitor to the computer.

The text on the display is dim or difficult to read

Probable Cause	Solution
The monitor brightness and contrast controls are turned down.	Adjust the brightness and contrast controls until the text becomes clear.

The color monitor displays everything in black and white

Probable Cause	Solution
The computer was turned on before the monitor.	Make certain the monitor is turned on and then restart the computer.
The display type is set incorrectly.	In the Control Panel window (**Start | Settings | Control Panel**), double-click **Display**, click the **Settings** tab, and click **Display Type.** Set the display to the appropriate monitor type and then restart the computer.

The displayed characters are garbled

Probable Cause	Solution
The video cable is damaged.	Check the cable and connectors for bent pins or broken wires.
The video card has failed.	Try another video card.
The display setup is incorrect.	In the Control Panel window (**Start | Settings | Control Panel**), double-click **Display,** click the **Settings** tab, and check the settings. The correct display type should be selected, along with a supported resolution. Check your monitor and video card documentation for details.

The video is distorted

Probable Cause	Solution
The monitor controls are not properly adjusted.	Adjust the monitor controls until the text becomes clear. (See your monitor documentation for more information.)
The connector or cable is damaged.	Check the connector and cable for bent or damaged pins.
The power strip is damaged.	Disconnect the monitor power cable and connect it directly to the power source.
The monitor is too close to a source of electrical interference.	Move the monitor away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.
The monitor needs to be degaussed.	Use your monitor's degauss feature (see your monitor documentation) or turn off the computer and monitor, leave them off for at least a half hour, then restart the computer.

Error messages

This section lists common error messages that may be displayed on your monitor.

Error Message	Solutions
Access denied.	Try saving to a new file or diskette. Move the write-protection tab over the hole on the back of the diskette.
Bad command or file name.	Make certain you entered the right command. Verify that you specified the correct drive and try it again.
Base memory [xxx] expansion.	This is an informational message only. No action is required.
Checking RAM on disk controller.	Your Setup configuration is incorrect. Enter Setup and verify the setting values.
CD-ROM is not recognized.	See "CD/DVD drive" on page 70.
Data error.	Run ScanDisk on the reported disk. For information about ScanDisk, see Windows Help.
Decreasing available memory.	Your Setup configuration is incorrect. Enter Setup and verify the setting values.
Diskette drive is not recognized.	See "Diskette drive" on page 71.
Diskette drive 0 seek to track 0 failed.	Enter Setup and verify the diskette drive settings. Check the diskette drive cables. Make certain Pin 1 on the cable aligns with Pin 1 on the connector.
Diskette drive reset failed.	Enter Setup and verify the diskette drive settings. Check the diskette drive cables. Make certain Pin 1 on the cable aligns with Pin 1 on the connector.
Diskette read failed - strike F1 to retry boot.	Remove the diskette from the drive, or if you intend to boot to a diskette, ensure that it is bootable.

Error Message	Solutions
Hard disk controller failure.	Make certain the hard disk cable is properly connected. Open the Setup program and verify that the correct drive type is selected.
Hard disk controller failure - press F1 to try reboot.	The drive controller may be defective. Press F1 to retry the boot.
Insert bootable media device.	See "Hard disk drive" on page 73. Backup your files as soon as possible.
Insufficient disk space.	Check the free space on the disk volume. If the volume is full or almost full, remove unnecessary files.
Invalid configuration information...	Enter Setup and verify the setting values.
Invalid password.	Enter your password again, making certain to enter it correctly. If you do not know the password, you may need to reinstall the software you are trying to access.
Keyboard clock line failure.	Try a working keyboard. Make certain the keyboard is compatible with the computer. You may have to change the switch setting to AT.
Keyboard controller failure.	Try a working keyboard. Make certain the keyboard is compatible with the computer.
Keyboard not detected.	See "Keyboard" on page 74. Turn off the computer and check the keyboard cable.
Keyboard stuck key failure.	Remove any objects that may be resting on the keyboard and then restart the computer. Check for sticky keys. Clean the keyboard, if necessary.
Memory errors were detected while the computer powered up.	See "Memory" on page 74.
Memory size error.	Enter Setup and save the memory configuration.

Error Message	Solutions
Non-system disk or disk error.	Eject the diskette and press ENTER. If the diskette is bootable, check it for errors.
Not enough memory.	Close all programs that are not currently in use.
Print queue is full.	Wait until the current print job has been completed before sending another print job. If you receive this error often, you need to add memory to the printer.
Printer is out of paper.	Add paper to the printer. Make certain the printer is online.
Required parameter missing.	Make certain you entered the right command.
Syntax error.	Make certain you entered the right command.
Time and date not set.	Enter the BIOS Setup Utility and set the date and time. See "Using the BIOS setup utility" on page 86.
Write protect error.	Move the write-protection tab over the hole on the back of the diskette.

Using the BIOS Setup Utility

Using the BIOS setup utility 86

Caution!

The options in the BIOS Setup utility have been set at the factory for optimal performance. Changes to these settings will affect the performance of the computer.

Before changing any settings, write them down in case you need to restore them later.

Using the BIOS setup utility

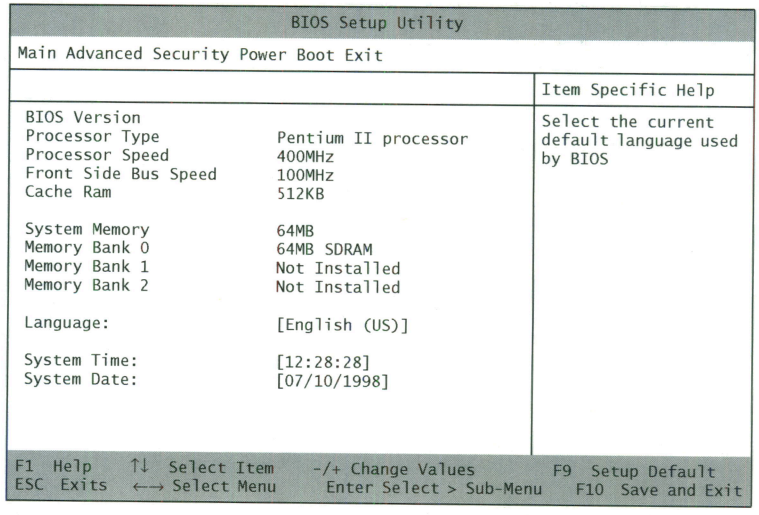
The BIOS Setup utility is used to determine the basic settings for your computer. These settings include basic system hardware configuration, system resource settings, and password security. These settings are stored and saved even when the power is off.

To use the BIOS Setup Utility

1. Restart the computer.
2. When the **Press <F1> Key if you want to run SETUP** or similar message appears, immediately press F1.

   The BIOS Setup utility opens. If the BIOS Setup Utility does not appear, restart the computer and, when prompted, press F1 again.

   The following illustration shows the main menu screen of a typical BIOS Setup Utility. Your system BIOS Setup Utility may vary slightly from the illustration below.



3. To navigate the menus and select and change items in the setup utility, refer to the on-screen instructions. For item-specific help, select an item then press F1.

Getting Technical Assistance

Before contacting Gateway 88
Technical support resources 89
HelpSpot 89
E-mail and Web support 89
FaxBack support 89
Automated troubleshooting system 90
General phone support 90

Before contacting Gateway

If you have a technical problem with your computer, please perform the following steps before contacting technical support.

1. If you have "how to" questions about using your software or hardware, consult these resources:

   - The application's online Help
   - The "Education" section of HelpSpot
   - The application's printed documentation (if applicable)
   - The *Using Your Gateway PC* guide
   - The Microsoft® Windows® guide
   - Gateway's fee-based software tutorial service at 1-800-229-1103. This service fee is $25 for one significant issue. Otherwise call 1-900-555-4695 for one or more issues for a fee of $1.95 per minute.
   - The Web site of the publisher of the software

2. If you have recently installed hardware or software, ensure that you have installed it according to the instructions provided with it. If the software or hardware was not purchased from Gateway, refer to the vendor's documentation and/or technical support resources.

3. Use the HelpSpot application, it can often diagnose problems and provide solutions. To start HelpSpot, double-click the **HelpSpot** icon on the desktop.

4. Always ensure that you have backed up any important data. For information about backing up your data, see "Backup" in the Prevention area of HelpSpot or the documentation with your backup application and removable media drive.

5. Consult the appropriate section in Chapter 5, "Solving Problems."

6. Consult Gateway technical support. (See the following section.)

Technical support resources

HelpSpot

Access the Connections area of HelpSpot for information about connecting to Gateway for help. This area also lets you report hardware or software problems to Gateway support professionals via the Internet.

To start HelpSpot!, double-click the **HelpSpot** icon on the desktop.

E-mail and Web support

To access the most up-to-date product information including tech tips and frequently asked questions troubleshooting information as well as updated system software, access the Gateway Web site at **www.gateway.com/support**.

To send a question or problem report to technical support via e-mail, include a detailed description of your problem including any error messages and steps that you have taken to solve the problem in an e-mail to **support@gateway.com**. Also be sure to include your return e-mail address, name, customer ID, order number, serial number, and system information.

FaxBack support

If you have access to a fax machine or if your computer can receive faxes, you can have technical support documents faxed to you free of charge.

To have a catalog of available documents faxed to you, call toll-free 800-846-4526. An automated attendant will guide you through the process.

Automated troubleshooting system

The automated troubleshooting system provides solutions to the most common problems encountered by technical support. To start your interactive troubleshooting session, call toll-free 800-846-2118.

General phone support

If you have a non-tutorial related support question, you can also contact a technical support representative toll-free at 1-800-846-2301. To shorten the time needed to fix a problem, ensure that you have followed the steps in the previous section, "Before Contacting Gateway."

Be prepared to explain your problem, including any error messages and the steps that you have taken to solve the problem. Also be sure to have ready your customer ID, order number, serial number, and system information.

Regulatory compliance statements

American Users:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution!

The Federal Communications Commission warns the users that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Accessories: This equipment has been tested and found to comply with the limits of a Class B digital device. The accessories associated with this equipment are as follows:

- Shielded video cable
- Shielded power cord

These accessories are required to be used in order to ensure compliance with FCC rules.

Canadian Users:

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Attention!

Couper le courant avant l'entretien.

This Information Technology Equipment has been tested and found to comply with the following European directives:

European Users:

[i]EMC Directive 89/336/EEC amending directive 92/31/EEC & 93/68/EEC as per

- EN 50081-1:1992 according to
  EN 55022:1995 Class B
  EN 61000-3-2:1995 or EN 60555-2:1986
  EN 61000-3-3: 1995

- EN50082-1:1992 according to
  EN 61000-4-2:1995 or IEC 801-2:1984
  ENV 50140:1994 or IEC 801-3:1984
  EN 61000-4-4:1988 or IEC 801-4:1998

[ii]Low Voltage Directive (Safety) 73/23/EEC as per EN 60950: 1992

This equipment is in the Class 2 category (Information Technology Equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council for Interference by Information Technology Equipment aimed at preventing radio interference in such residential area.

Japanese Users:

When used near a radio or TV receiver, it may become the cause of radio interference. Read instructions for correct handling.

電波障害について
この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づく第二種情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置をラジオやテレビジョン受信器に近接してご使用になると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをしてください。

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Spectrum Management Agency.

Australian and New Zealand Users:

Warning!

To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug all power cables and modem cables before opening the case.

Notices

Copyright © 1998 Gateway 2000, Inc.
All Rights Reserved
610 Gateway Drive
N. Sioux City, SD 57049 USA

All Rights Reserved

This publication is protected by copyright and all rights are reserved. No part of it may be reproduced or transmitted by any means or in any form, without prior consent in writing from Gateway 2000.

The information in this manual has been carefully checked and is believed to be accurate. However, changes are made periodically. These changes are incorporated in newer publication editions. Gateway 2000 may improve and/or change products described in this publication at any time. Due to continuing system improvements, Gateway 2000 is not responsible for inaccurate information which may appear in this manual. For the latest product updates, consult the Gateway 2000 web site at **www.gateway.com**. In no event will Gateway 2000 be liable for direct, indirect, special, exemplary, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of such damages.

In the interest of continued product development, Gateway 2000 reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

Trademark Acknowledgments

AnyKey, black-and-white spot design, CrystalScan, Destination, EZ Pad, EZ Point, Field Mouse, Solo, TelePath, Vivitron, stylized "G" design, and "You've got a friend in the business" slogan are registered trademarks and GATEWAY, Gateway Solo, green stylized GATEWAY, green stylized Gateway logo, and the black-and-white spotted box logo are trademarks of Gateway 2000, Inc. Intel, Intel Inside logo, and Pentium are registered trademarks and MMX is a trademark of Intel Corporation. Microsoft, MS, MS-DOS, and Windows are trademarks or registered trademarks of Microsoft Corporation. All other product names mentioned herein are used for identification purposes only, and may be the trademarks or registered trademarks of their respective companies.

Copyright © 1998 Advanced Logic Research, Inc. (ALR)
All Rights Reserved
9401 Jeronimo
Irvine, CA 92618 USA

All Rights Reserved

This publication is protected by copyright and all rights are reserved. No part of it may be reproduced or transmitted by any means or in any form, without prior consent in writing from ALR.

The information in this manual has been carefully checked and is believed to be accurate. However, changes are made periodically. These changes are incorporated in newer publication editions. ALR may improve and/or change products described in this publication at any time. Due to continuing system improvements, ALR is not responsible for inaccurate information which may appear in this manual. For the latest product updates, consult the ALR web site at **www.alr.com**. In no event will ALR be liable for direct, indirect, special, exemplary, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of such damages.

In the interest of continued product development, ALR reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

Trademark Acknowledgments

ALR is a registered trademark of Advanced Logic Research, Inc. All other product names mentioned herein are used for identification purposes only, and may be the trademarks or registered trademarks of their respective companies.

Index

B

backup
    full system 9
    incremental 9
bezel removal
    desktop case 20
    mid-tower case 23
BIOS Setup Utility 86

C

CD/DVD drive
    troubleshooting 70
computer
    identifying case 19
contacting Gateway 89

D

desktop case
    identifying 19
    installing drives 34
    opening 20
diskette drive
    troubleshooting 71
display, troubleshooting 78

E

e-mail support 89
error messages 81
expansion cards
    troubleshooting 72
expansion cards, adding 29

F

FaxBack support 89
files
    backing up 9
    restoring 11

G

Gateway support resources 88

H

hard disk drive
    troubleshooting 73
HelpSpot 63, 89
HelpSpot Advisor 67

I

installing
    drives in desktop case 34
    drives in micro-tower case 42
    drives in mid-tower case 46
    drives in tower case 52
    expansion cards 29
    hardware drivers 62
    memory 28
    online documentation 62
    system battery 31
    system software 62

K

keyboard, troubleshooting 74

M

memory
    installation 28
    troubleshooting 74
micro-tower case
    identifying 19
    installing drives 42
    opening 22
mid-tower case
    identifying 19
    installing drives 46
    opening 23
modem, troubleshooting 75
mouse, troubleshooting 75

O

Oil Change 12
opening
- desktop case 20
- micro-tower case 22
- mid-tower case 23

P

phone support 90
precautions, static electricity 18
preventing problems 2
prevention tools
- BackTrack 4
- Backup 3
- CPR 4
- Disk Defragmenter 3, 8
- Emergency Disk 3, 5
- Oil Change 3
- ScanDisk 3, 8
- Virus Check 3
- Windows Guardian 4

printer, troubleshooting 76
problems
- AutoFix 65
- HelpSpot Advisor 67
- repairing 65

R

restoring
- files 11
- settings 14

S

safety guidelines 69
settings, restoring 14
software updates
- Oil Change 12

Spot Check
- applications 64
- component 64
- system 64

static electricity precautions 18
system battery, installation 31
System Restoration CD 62
system startup, troubleshooting 77

T

technical support
- before contacting Gateway 88
- resources 89

tower case
- identifying 19
- installing drives 52

troubleshooting
- CD/DVD drive 70
- diskette drive 71
- error messages 81
- expansion cards 72
- hard disk drive 73
- keyboard 74
- memory 74
- modem 75
- mouse 75
- printer 76
- safety guidelines 69
- system startup 77
- tips 69
- using HelpSpot 63
- video/display 78

U

using
- Disk Defragmenter 8
- Emergency Disk 5
- Oil Change 12
- ScanDisk 8
- Spot Check 64

V

video, troubleshooting 78

W

Web support 89
Windows Guardian 16
- customizing 16

MAN US G/GP-SERIES REF GDE R4 11/98

8503994

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS AS WELL AS LIMITATIONS AND EXCLUSIONS THAT APPLY TO YOU

GATEWAY™ PERSONAL COMPUTER LIMITED WARRANTY & TERMS AND CONDITIONS AGREEMENT

GATEWAY 2000, INC.
610 GATEWAY DRIVE
N. SIOUX CITY, SOUTH DAKOTA 57049

THIS AGREEMENT CONTAINS THE LIMITED WARRANTY AND TERMS AND CONDITIONS THAT APPLY TO YOUR PURCHASE OF A DESKTOP, TOWER, *SOLO*® PORTABLE, PORTABLE DOCKING STATION OR *DESTINATION*® XTV PRODUCT DIRECTLY FROM GATEWAY 2000, INC. OR ANY OF ITS DOMESTIC SUBSIDIARIES ("GATEWAY"), OR DIRECTLY FROM A GATEWAY AUTHORIZED RESELLER. THE TERM "PRODUCT" MEANS GATEWAY-BRANDED HARDWARE DESCRIBED IN YOUR PURCHASE RECEIPT OR INVOICE. THE TERM "PRODUCT" DOES NOT INCLUDE SOFTWARE, NON-GATEWAY-BRANDED EXTERNAL HARDWARE PERIPHERALS SUCH AS JOYSTICKS, PRINTERS, SCANNERS, ETC., AND THEIR RELATED DOCUMENTATION (COLLECTIVELY "ACCESSORIES"). PLEASE BE CERTAIN TO READ THE INDIVIDUAL WARRANTIES FOR ACCESSORIES CONTAINED IN THE SHIPPING CARTONS. YOU AGREE THAT THIS AGREEMENT APPLIES TO THE PURCHASE OF YOUR PRODUCT AND ACCESSORIES. AFTER YOUR LIMITED MONEY BACK GUARANTEE EXPIRES, THE REMAINING PROVISIONS OF THIS AGREEMENT WILL CONTINUE TO APPLY.

1. **INSPECTION OF PRODUCT UPON RECEIPT.** You must examine the Product and Accessories when you receive them. If any item is damaged or missing, you must notify Gateway at once. Gateway will not consider any claim for damaged or missing items more than thirty (30) days from the date of delivery.

2. **TITLE.** Title and risk of loss to the Product and Accessories passes upon delivery to you or your carrier.

3. **SHIPMENT.** Gateway will arrange shipping of the Product and Accessories to your address. The costs of shipping and handling during shipment will be shown on your purchase receipt or invoice. Gateway will inform you of approximate shipment dates, but it will not be responsible for delays in delivery due to events beyond its control, including shortage of materials, labor strikes, transportation failures, or acts of God.

4. **PRICE & PAYMENT.** Your total price will be stated on your purchase receipt or invoice. Prices and configurations advertised are subject to change without notice or obligation prior to acceptance of your order. Prices advertised do not include shipping and handling, or applicable sales taxes, and these will be added to the price you pay. Any existing or new taxes or fees charged by any governmental authority will be added to your purchase receipt or invoice.

5. **FINANCING OPTIONS; NON-PAYMENT OR LATE PAYMENTS.** If you make monthly payments through a Gateway-sponsored financing program, you will receive invoices from the financing institution that will show the amount you owe each month. The total payments will be based on the Product and Accessories you purchase and the financing package you select. You are legally obligated to make the specified payment monthly. If you fail to make payment or make late payments, you may be charged interest on overdue amounts, and may be subject to other sanctions permitted by law.

6. **REMANUFACTURED PRODUCTS.** Your Product and its components are new unless you ordered a remanufactured Product as shown on your purchase receipt or invoice. Remanufactured Products are systems that contain components (or entire systems) that have been owned by other clients and returned to Gateway.

7. **LIMITED MONEY BACK GUARANTEE.** Gateway offers a limited money back guarantee for thirty (30) days on new Products and Accessories and five (5) days on remanufactured Products and Accessories purchased directly from Gateway. **TO RECEIVE A REFUND UNDER THE LIMITED MONEY BACK GUARANTEE, YOU MUST NOTIFY GATEWAY OF YOUR DESIRE TO RETURN THE PRODUCT AND ACCESSORIES WITHIN THIRTY (30) DAYS OR FIVE (5) DAYS, AS APPLICABLE, FROM THE DATE YOU RECEIVED YOUR PRODUCT. YOU MUST ALSO RETURN THE PRODUCT AND ALL ACCESSORIES TO GATEWAY'S DESIGNATED ADDRESS WITHIN SEVEN (7) DAYS AFTER YOU RECEIVE A RETURN MERCHANDISE AUTHORIZATION ("RMA") KIT AND OTHERWISE FOLLOW THE PROCEDURES SET FORTH IN THIS SECTION 7. YOU ARE RESPONSIBLE FOR PAYMENT OF SHIPPING, HANDLING AND INSURANCE COSTS FOR DELIVERY OF PRODUCTS AND ACCESSORIES TO YOU AND RETURN OF THE PRODUCTS AND ACCESSORIES TO GATEWAY**.

   A. Gateway will refund the original purchase price of the Product and Accessories and applicable sales taxes. **SHIPPING, HANDLING, INSURANCE FEES, AND, IF GATEWAY OR ITS DESIGNATED VENDOR INSTALLED YOUR PRODUCT AND ACCESSORIES, THE COMPLETED INSTALLATION SERVICE CHARGES (INCLUDING SALES TAXES APPLICABLE TO THOSE CHARGES) THAT YOU PAID WHEN YOU BOUGHT YOUR PRODUCT AND ACCESSORIES ARE NOT REFUNDABLE, AND WILL BE DEDUCTED FROM YOUR REFUND.**

   B. Contact Gateway Client Support with your Client ID number, system serial number, and order number. We will provide you with an RMA kit, which will include an RMA number, authorize the return of your Product and/or Accessories, and provide other instructions and requirements. **YOUR REFUND MAY BE DELAYED IF YOU DO NOT FOLLOW THE RMA PROCEDURES INCLUDED WITH THE RMA KIT.**

   C. Ship the Product and/or Accessories to the appropriate addresses printed on the labels contained in the RMA kit using the original boxes and packing material. Write the RMA number in large, clear characters on the outside of each box you ship. You must include a copy of your packing slip with the returned Product and Accessories to establish proof of purchase. You must also return all disks, cables, and manuals supplied with the Product and Accessories. **YOU ARE RESPONSIBLE FOR THE PRODUCT AND ACCESSORIES UNTIL GATEWAY RECEIVES THEM, AND YOU ARE RESPONSIBLE FOR ALL SHIPPING, HANDLING, AND INSURANCE CHARGES. ANY OF THESE CHARGES PAID BY GATEWAY WILL BE DEDUCTED FROM YOUR REFUND.**

   D. The returned Product and Accessories must be in the same condition as you received them. All software must be returned with the Product and Accessories to obtain a refund for the Product and Accessories.

   E. If you are expecting a refund, please allow a reasonable period of time for the Product and/or Accessories to arrive at Gateway. Once the Product and/or Accessories have arrived, they will be inspected. If they are accepted, your refund will be processed within seven (7) business days. If your Product and/or Accessories are not accepted, you will be notified accordingly.

   F. **THE LIMITED MONEY BACK GUARANTEE IS NOT A WARRANTY. GATEWAY MAY CHANGE OR CANCEL IT AT ANY TIME BEFORE ACCEPTING YOUR ORDER.**

   G. **THE LIMITED MONEY BACK GUARANTEE IS NOT AVAILABLE TO RESELLERS OR TO CLIENTS WHO PURCHASE A PRODUCT THROUGH A RESELLER, INCLUDING GATEWAY AUTHORIZED RESELLERS.**

To International Clients
The limited money back guarantee for international clients is the same as for clients within the United States. Please call Gateway Technical Support if you wish to exercise the limited money back guarantee. In all cases, Gateway will not be responsible for any shipping and handling charges to and from Gateway, or paying or refunding customs fees, taxes, or VAT that may be due.

8. **LIMITED WARRANTY; DISCLAIMER OF WARRANTIES.**

A. **DISCLAIMER OF WARRANTIES. THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE PRODUCT. ANY IMPLIED WARRANTY IS LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD DESCRIBED IN SECTION 8(B) BELOW. NO ORAL OR WRITTEN INFORMATION (INCLUDING BUT NOT LIMITED TO THE LIMITED MONEY BACK GUARANTEE), OR ADVICE GIVEN BY GATEWAY, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS LIMITED WARRANTY.**

ANY AND ALL LIABILITY OF GATEWAY UNDER THIS AGREEMENT, INCLUDING ANY FAILURE OF THE PRODUCT TO BE YEAR 2000 COMPLIANT, IS EXPRESSLY LIMITED TO THE PRICE YOU HAVE PAID FOR THE PRODUCT AND ACCESSORIES. YOUR SOLE REMEDY AGAINST GATEWAY IN ANY DISPUTE UNDER THIS AGREEMENT SHALL BE TO SEEK RECOVERY OF THE AMOUNTS YOU HAVE PAID, PURSUANT TO SECTION 14, UPON THE PAYMENT OF WHICH GATEWAY SHALL BE RELEASED FROM AND DISCHARGED OF ALL FURTHER OBLIGATIONS AND LIABILITY TO YOU. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR SPECIAL, EXEMPLARY, PUNITIVE, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF ANTICIPATED PROFITS OR REVENUE, ECONOMIC LOSS, LOSS OF DATA, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF SUBSTITUTE OR REPLACEMENT EQUIPMENT, FACILITIES OR SERVICES, DOWN TIME, YOUR TIME, THE CLAIMS OF THIRD PARTIES, AND INJURY TO PROPERTY, REGARDLESS OF THE NATURE OF THE CLAIM, INCLUDING BUT NOT LIMITED TO, BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR STRICT LIABILITY, AND EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

To International Clients
The limited warranty is the same for clients who are located outside of the United States, except as stated in this paragraph. On all orders for replacement parts or Product, the client must pay for the replacement parts or Product and shipping and handling costs before the replacement parts or Product will be shipped. Gateway will refund the cost of the replacement parts or Product when the defective parts or Product is returned to Gateway. Shipping and handling charges are not refundable. **GATEWAY IS ALSO NOT RESPONSIBLE FOR ANY CUSTOMS FEES, TAXES, OR VAT THAT MAY BE DUE; THE CLIENT IS RESPONSIBLE FOR THESE CHARGES, EVEN IF DELIVERY OF THE PRODUCT IS REFUSED BY THE CLIENT. ON ALL ORDERS FOR SERVICE, THE CLIENT IS RESPONSIBLE FOR SHIPPING, HANDLING, AND INSURANCE CHARGES TO AND FROM GATEWAY, CUSTOMS FEES, TAXES, OR VAT THAT MAY BE DUE.**

B. **STANDARD LIMITED WARRANTY**. Gateway warrants to the end-user that the Product (**excluding** Accessories) will be free from defects in materials and/or workmanship for the periods indicated:

1. Three (3) years from the date of shipment for desktop, tower and Destination Products, including external components other than big screen monitors.
2. One (1) year from the date of shipment for Solo portable and portable docking station Products (including batteries).
3. One (1) year from the date of shipment for Gateway big screen monitors (monitors 27 inches or larger, including Destination monitors).

C. **OPTIONAL EXTENDED LIMITED WARRANTY.** If you purchased an extended limited warranty when you purchased your portable, docking station or Gateway big screen PC monitor Product as shown on your purchase receipt or invoice, Gateway warrants to you that the Product (**excluding** Accessories and portable Product batteries) will be free from defects in materials and/or workmanship for three (3) years from the date of shipment.

D. During the warranty period, Gateway will either, at its option: (1) repair the Product at no charge for labor and materials, (2) replace the Product with a comparable Product, or (3) refund the amounts you have paid for the Product, less depreciation, upon its return. **EXCEPT AS PROVIDED IN SECTION 9(A), YOU ARE RESPONSIBLE FOR THE PRODUCT AND ACCESSORIES UNTIL GATEWAY RECEIVES THEM, AND YOU ARE RESPONSIBLE FOR ALL SHIPPING, HANDLING, AND INSURANCE CHARGES.** Any replacement parts or Products will be new or serviceably used, comparable in function and performance to the original part or Product, and warranted for the remainder of the original warranty or thirty (30) days from the date of shipment of the replacement parts or Products, whichever is longer. Purchasing additional parts or Products from Gateway does not extend this warranty period.

E. **THIS LIMITED WARRANTY IS NOT TRANSFERABLE.**

F. **GATEWAY DOES NOT WARRANT ANY ACCESSORIES.** Please refer to the individual warranty provided by the manufacturer of each Accessory. Defective CDs, DVDs, diskettes or other software media that are delivered with your Product will be replaced by Gateway or its suppliers for ninety (90) days from the date you received your Product. Defective Accessories, other than software, that are delivered with your Product will be replaced by Gateway or its suppliers for thirty (30) days from the date you received your Product. **YOU ARE RESPONSIBLE FOR THE ACCESSORIES UNTIL GATEWAY RECEIVES THEM, AND YOU ARE RESPONSIBLE FOR ALL SHIPPING, HANDLING, AND INSURANCE CHARGES.**

G. Gateway's fax/modems do not work in every country. Please contact Gateway's International Client Support about specific countries before you travel abroad.

H. **YEAR 2000**. The Product, without any modifications, will roll over to the correct date on and after January 1, 2000. However, Gateway is not responsible for any software or Accessories that improperly set, reset, or calculate dates. You will need to contact the supplier of these Accessories with questions and concerns regarding their Year 2000 capabilities.

I. **EXCLUSIONS. THIS LIMITED WARRANTY COVERS NORMAL USE. GATEWAY DOES NOT WARRANT AND IS NOT RESPONSIBLE FOR:**

1. **DAMAGE CAUSED BY FAILURE TO PROVIDE A SUITABLE INSTALLATION OR OPERATING ENVIRONMENT FOR THE PRODUCT AND/OR ACCESSORIES;**
2. **DAMAGE DURING SHIPMENT, OTHER THAN ORIGINAL SHIPMENT TO THE CLIENT IF GATEWAY'S CARRIER IS USED;**
3. **DAMAGE CAUSED BY IMPACT WITH OTHER OBJECTS, DROPPING, FALLS, SPILLED LIQUIDS, OR IMMERSION IN LIQUIDS;**
4. **DAMAGE CAUSED BY A POWER SURGE OR A DISASTER SUCH AS FIRE, FLOOD, WIND, EARTHQUAKE, OR LIGHTNING;**
5. **DAMAGE CAUSED BY UNAUTHORIZED ATTACHMENTS, ALTERATIONS, MODIFICATIONS OR FOREIGN OBJECTS;**
6. **DAMAGE CAUSED BY ACCESSORIES;**

7. **DAMAGE CAUSED BY THE USE OF THE PRODUCT OR ACCESSORIES FOR PURPOSES OTHER THAN THOSE FOR WHICH THEY ARE CUSTOMARILY USED;**
8. **DAMAGE FROM IMPROPER INSTALLATION OR MAINTENANCE;**
9. **DAMAGE CAUSED BY ANY OTHER ABUSE, MISUSE, MISHANDLING, OR MISAPPLICATION;**
10. **CONSUMABLE PRODUCTS;**
11. **ACCESSORIES OR OTHER PRODUCTS OR SERVICES OF COMPANIES OTHER THAN GATEWAY;**
12. **DAMAGE CAUSED BY PROGRAMS, DATA, VIRUSES, OR OTHER FILES;**
13. **DAMAGE RESULTING FROM YOUR FAILURE TO BACK-UP YOUR DATA OR OTHER FILES; OR**
14. **YEAR 2000 PROBLEMS CAUSED BY NON-GATEWAY PRODUCTS, SOFTWARE, OR ACCESSORIES.**

J. **ON-SITE SERVICE AGREEMENT.** On-site warranty service is provided for one (1) year from the date of shipment for Desktop, Tower and Destination Products. On-site warranty service is not available for portable or docking station Products, or for monitors, keyboards, mice or similar external components of the Product. Upgraded on-site repair and installation services may be purchased from Gateway for a separate fee. On-site service may be provided by a third party vendor. For specific details regarding the terms and conditions of on-site service, please read the On-Site Service Agreement that was shipped with your Product.

K. **VIP EXPRESS SERVICE OPTION FOR PORTABLE PRODUCTS.** If you purchased the VIP Express Service Option at the time you purchased your portable or docking station Product as shown on your purchase receipt or invoice, Gateway will provide warranty service for your Product via express delivery service for a period of one (1) year from the date of shipment of the original Product to you. Gateway cannot guarantee next day delivery. The VIP Express Option is not available or applicable to clients outside the continental United States. To obtain VIP Express service, please contact Gateway Technical Support in accordance with the instructions in section 9 of this Agreement.

9. **OBTAINING WARRANTY SERVICE.** To obtain service under this limited warranty, you must contact Gateway Technical Support. The technician will attempt to resolve your issue. If this is unsuccessful, Gateway may authorize the replacement of a part or parts, on-site service or a Product replacement. **PLEASE NOTE, ON-SITE SERVICE AND PRODUCT/PART REPLACEMENT ARE AT GATEWAY'S SOLE DISCRETION AND ARE CONSIDERED OPTIONS OF LAST RESORT. IN ADDITION, UNLESS YOU PURCHASE THE APPROPRIATE WARRANTY SERVICE UPGRADE UNDER A SEPARATE ON-SITE SERVICE AGREEMENT, ON-SITE WARRANTY SERVICE IS ONLY AVAILABLE FOR THE PERIODS SET FORTH IN SECTION 8(J) ABOVE.** Gateway Technical Support personnel will work to resolve issues professionally and quickly, however, you must reasonably assist Gateway in providing technical support services. Procedures for handling parts and replacements are outlined below. Warranty service may be denied or limited if your account is not in good standing, including outstanding debt for replacement parts not returned to Gateway. If you choose to contact Gateway in writing, send your request for warranty service to the following address: Gateway 2000 Inc., Attn: Warranty Department, 610 Gateway Drive, North Sioux City, South Dakota 57049. **FAILURE TO FOLLOW THE PROCEDURES SET OUT IN THIS SECTION MAY RESULT IN DELAYS IN THE REPLACEMENT OF PARTS, REPAIR, OR REPLACEMENT OF YOUR PRODUCT, OR MAY RESULT IN ADDITIONAL CHARGES TO YOUR ACCOUNT. GATEWAY RESERVES THE RIGHT TO REFUSE TO ACCEPT PRODUCTS WHERE THESE PROCEDURES ARE NOT FOLLOWED.**

A. Whether you are obtaining replacement parts, having repairs, or returning the entire Product and Accessories for a replacement, the following procedures must be followed:

1. If your technician decides that you need a replacement part(s) or replacement Product, he or she may require a credit card authorization or other security to receive replacement part(s) or Product. The technician will then authorize shipment of the required part(s) or Product to you. An RMA Kit with a pre-paid shipping label will be included with the replacement part(s) or system. **YOU ARE FINANCIALLY RESPONSIBLE FOR THE REPLACEMENT PART(S) OR PRODUCT. YOU MUST RETURN THE DEFECTIVE PART(S) OR PRODUCT UNLESS YOU ARE AUTHORIZED IN WRITING BY GATEWAY TO RETAIN OR DISPOSE OF THE PART(S) OR PRODUCT. IF YOU FAIL TO RETURN THE DEFECTIVE PART(S) OR PRODUCT WITHIN SEVEN (7) DAYS OF RECEIPT OF THE RMA KIT, YOU WILL BE RESPONSIBLE FOR THE ORIGINAL SALES VALUE OF THE REPLACEMENT PART(S) OR PRODUCT. IF YOU LOSE THE RMA LABEL, YOU WILL BE RESPONSIBLE FOR RETURN SHIPPING TO GATEWAY.**
2. If your technician decides that Gateway will repair part(s) or Product, he or she will send you an RMA Kit for you to return the part(s) or Product to Gateway for repair. **YOU ARE RESPONSIBLE FOR PAYING ALL SHIPPING, HANDLING, AND INSURANANCE CHARGES RELATED TO THE SHIPMENT OF PARTS OR PRODUCT TO GATEWAY FOR REPAIR.** Include a brief summary of the problem. Include your Client ID number, Product serial number, and order number. List the name and telephone number of the person Gateway is to contact with any questions regarding the system and/or repair. Gateway will repair your Product as quickly as is reasonably possible.
3. Back up all files before returning the Product and/or Accessories for repair or replacement. Gateway recommends that you have an external back-up system at all times to reconstruct lost or altered files, data, or programs. **GATEWAY IS NOT RESPONSIBLE FOR ANY LOSS OF YOUR DATA.**
4. You acknowledge and agree that the diagnostic or repair services of Gateway are provided without any obligation of confidentiality or non-disclosure on the part of Gateway, its employees or agents. You are advised to delete or otherwise remove from the Product, prior to delivering the Product to Gateway, any files or data you consider private, confidential or proprietary. You understand and agree that a failure to delete or otherwise remove such files or data shall constitute your waiver of any privacy, confidentiality or proprietary rights with respect to such files or data. If your Product contains software that enables Gateway technicians to diagnose and repair problems with your Product remotely, you hereby consent to such remote access to your Product by Gateway solely for such diagnostic and repair purposes. You further acknowledge and agree that all provisions of this Section 9(A)(4) apply to such remote access.
5. Return any Product or Accessories in the original packing materials, or if these are not available, other suitable packing materials to prevent further damage. Use the labels contained in your RMA Kit, if applicable. Write the RMA number in large, clear characters on the outside of each box you ship. **FAILURE TO USE THESE LABELS OR INCLUDE THE RMA NUMBER MAY RESULT IN DELAYS.**
6. **FOR YOUR PROTECTION, INSURE THE SHIPMENT FOR FULL REPLACEMENT VALUE. YOU ARE RESPONSIBLE FOR ANY DAMAGE TO THE PRODUCT OR ACCESSORIES WHICH OCCURS DURING SHIPMENT TO GATEWAY.**
7. **WITH REGARD TO REPAIRS, REPLACEMENT PARTS OR PRODUCT REPLACEMENTS, GATEWAY IS NOT RESPONSIBLE FOR DAMAGE CAUSED BY ANY OF THE CONDITIONS LISTED IN PARAGRAPH 8(I) "EXCLUSIONS."**

10. **TECHNICAL SUPPORT.** Gateway provides a range of basic technical support options for the Product via a variety of on-line, telephone, and other methods. Gateway may change the means through which it provides technical support at any time. Some current support methods are listed below. It is likely that many of your questions will be answered by the documentation shipped with, and information loaded on, the Product. Gateway will provide reasonable support for Microsoft software your ordered from Gateway with your Product. Gateway technical support does not include support for the network environment in which any Product or Accessory may be installed, except as otherwise provided in a separate agreement between the client and either Gateway or a third party service provider designated by Gateway. **GATEWAY DOES NOT PROVIDE FREE SOFTWARE TUTORING OR CUSTOMIZATION, OR SUPPORT FOR ANY OTHER ACCESSORIES, INCLUDING SOFTWARE, OR ANY PRODUCTS PURCHASED FROM THIRD PARTY VENDORS. GATEWAY MAY PROVIDE FEE-BASED SUPPORT FOR THESE OR ANY OTHER ISSUES FALLING OUTSIDE THE SCOPE OF BASIC TECHNICAL SUPPORT. YOU WILL BE NOTIFIED OF ANY APPLICABLE FEE BEFORE GATEWAY TECHNICAL SUPPORT BEGINS RESOLUTION OF YOUR ISSUE.**

A. **PRODUCT MANUALS.** A number of manuals and other publications accompanied your Product and Accessories. In addition, there are a number of help files loaded on your Product. We recommend that you carefully review these materials.

B. **GATEWAY INTERNET SITES.** We also recommend that before calling technical support, you go to Gateway's sites on the Internet. It is likely that you can find answers to most, or all, of your questions there.

1. http://www.gateway.com
2. http://www.gateway.net

You can find information regarding Frequently Asked Questions (FAQs), technical documentation and updated driver files. **GATEWAY DOES NOT SUPPORT DRIVERS AND PATCHES OBTAINED FROM NON-GATEWAY SITES.**

C. **ON-LINE SERVICES.** You can also obtain answers to your technical support questions through the on-line services listed below. These services contain public forums, downloadable files and e-mail support. These services are available at the addresses below.

Service	Address
1. Internet E-mail	http://www.gateway.com/home/support and click on "Contact Tech Support"
2. Direct Internet E-mail	tech@gw2kbbs.com or custserv@gw2kbbs.com
3. America Online	keyword gateway

D. **GATEWAY DOWNLOAD SERVICE: 800-846-7562 or 605-232-2224 (V32.bis/HST Dual Standard 300-57600 bps).** The download service provides you with access to software patches, drivers and upgrades. You can access the BBS 24 hours a day, except during maintenance periods.

E. **AUTOMATED TROUBLESHOOTING SYSTEM (ATS): 800-846-4526.** The ATS is accessible by telephone 24 hours a day, 7 days a week, except during maintenance periods. The ATS can be used for common troubleshooting of Product components.

F. **FAXBACK SERVICE (MENU DRIVEN; WE FAX INFORMATION BACK TO YOU!): 800-846-4526.**

G. **TELEPHONE NUMBERS.** If you cannot find answers online, you can call technical support. Our technical support line operates 24 hours a day, 7 days a week. We can serve you much faster if you have your Client ID and order number ready before you call.

1. **CLIENT SUPPORT: 800-846-2000**. The Gateway Client Support department can assist you with non-technical questions. This is the number to call to change your address or to inquire about orders, bills, invoices, and obtaining warranty service.
2. **DESKTOP AND TOWER TECHNICAL SUPPORT: 800-846-2301 (U.S.); 800-846-3609 (Canada and Puerto Rico).** Call this number if you have technical questions about your desktop or tower Product.
3. **DESTINATION PRODUCT TECHNICAL SUPPORT: 800-555-2054**. Call this number if you have technical questions about your Destination Product.
4. **PORTABLE TECHNICAL SUPPORT: 800-846-2302 (U.S.); 800-846-3609 (Canada and Puerto Rico).** Call this number if you have technical questions about your portable or docking station Product.
5. **INTERNATIONAL TECHNICAL SUPPORT: 605-232-2191.**
6. **AUTOMATED TECHNICAL SUPPORT: 800-846-2118.**
7. **TECHNICAL TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD): 800-846-1778**.

11. **TRADEMARKS.** Gateway is the sole and exclusive owner of the name "Gateway" and any and all of Gateway's trademarks, trade names, trade logos and trade dress appearing on, attached to or described in the Products, and you acquire no rights to these trademarks.

12. **SOFTWARE & HARDWARE.** You agree to comply with the terms and conditions of any applicable end-user license agreements, and in all cases where software programs have been pre-loaded on the Product, you agree that by turning on the Product, you accept the terms and conditions of the end-user license agreements. Many software and hardware components of the Product may vary in performance, functionality, and compatibility from retail (off-the-shelf) versions. Gateway may use various suppliers of components for Products.

13. **GOVERNING LAW.** This Agreement is governed by the laws of the State of South Dakota, without giving effect to conflicts of law rules.

14. **DISPUTE RESOLUTION**. Any dispute, controversy, or claim arising out of or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, or any related purchase shall be resolved exclusively and finally by arbitration administered by the American Arbitration Association (AAA) under its rules (www.adr.org). You may file for arbitration at any AAA location in the United States upon the payment of $100 of any applicable filing fee. The arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute or controversy between you and Gateway. The arbitration shall be held in any mutually agreed upon location in person, by telephone, or online. Any decision rendered in such arbitration proceedings will be final and binding on each of the parties, and judgment may be entered thereon in a court of competent jurisdiction. The arbitrator shall not award either party special, exemplary, consequential, punitive, incidental or indirect damages, or attorneys' fees and each party irrevocably waives any such right to recover such damages. The parties will share the costs of the arbitration, (including the arbitrator's fees, if any) in the proportion that the final award bears to the amount of the initial claim.

15. **COMPLIANCE WITH LAWS AND REGULATIONS**. You must comply with all applicable export laws and regulations of the United States and other applicable countries if you export the Product outside the country.

16. **SEVERABILITY**. If any provision contained in this Agreement is or becomes invalid, illegal, or unenforceable in whole or in part, such invalidity, illegality, or unenforceability shall not affect the remaining provisions and portions of this Agreement.

17. **GENERAL**. You may not assign this Agreement without Gateway's prior written consent. In case of any inconsistency between this Agreement and any other agreement included with or relating to your Product, this Agreement shall take precedence.

MAN US STD WAR DSK/PTB/DL R12 11/98

8503817

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS AS WELL AS LIMITATIONS AND EXCLUSIONS THAT APPLY TO YOU

GATEWAY™ ON-SITE SERVICE AGREEMENT

GATEWAY COMPANIES, INC.
610 GATEWAY DRIVE
N. SIOUX CITY, SD 57049

THIS AGREEMENT CONTAINS THE TERMS AND CONDITIONS THAT APPLY TO ON-SITE SERVICES THAT ARE AVAILABLE TO YOU FROM GATEWAY COMPANIES, INC. ("GATEWAY") FOR THE GATEWAY-BRANDED COMPUTER HARDWARE ("PRODUCT") YOU PURCHASED DIRECTLY FROM GATEWAY. EXCEPT FOR THE STANDARD ON-SITE SERVICES DESCRIBED IN SECTION 2 BELOW, ALL OTHER SERVICES DESCRIBED IN THIS AGREEMENT ARE ON-SITE SERVICE UPGRADES OR OPTIONS THAT ONLY APPLY IF YOU PURCHASE THEM AND PAY A SEPARATE FEE FOR EACH. YOU AGREE THAT THIS AGREEMENT APPLIES TO GATEWAY'S PROVISION OF ON-SITE SERVICES FOR YOUR PRODUCT.

1. **DESCRIPTION OF THE SERVICES.** Gateway provides both on-site warranty and other services in accordance with the terms and conditions of this Agreement. The services described in Section 2 below (the "Standard On-site Services") are provided in accordance with the limited warranty described in the applicable Gateway™ Limited Warranty Terms and Conditions Agreement that shipped with your Product (a "Product Agreement"), and are available at no extra charge. The service upgrades described in Sections 3 and 4 and any other services provided by Gateway (the "Service Upgrades") are optional and require the payment of a separate fee. You may purchase one or more of the Service Upgrades at the time you purchase your Product or by calling Gateway Add-on Sales. Please contact Gateway Client Support for current prices and availability. **THE SERVICE UPGRADES DESCRIBED IN SECTIONS 3 AND 4 BELOW ARE OPTIONAL OFFERINGS WHICH ONLY APPLY UPON PAYMENT FOR THE UPGRADE YOU SELECT.** Confirmation of your purchase of a Service Upgrade may be required before Gateway provides service under this Agreement. The price for the Service Upgrades you purchase will be stated on your purchase receipt or invoice. Prices and services advertised are subject to change without notice or obligation prior to acceptance of your order. Prices advertised do not include applicable sales taxes, and these will be added to the price you pay. Any existing or new taxes or fees charged by any governmental authority will be added to your purchase receipt or invoice. If you return your Product under the limited money-back guarantee provided in the applicable Product Agreement, Gateway will refund the fees you have paid for any Service Upgrades, except that, **ONCE A SERVICE HAS BEEN COMPLETED BY GATEWAY, THE FEES FOR THAT SERVICE AND ANY APPLICABLE SALES TAXES ARE NOT REFUNDABLE.**

   A. **AVAILABILITY OF SERVICES.** Gateway will provide the warranty and other services described in this Agreement for Products located in the United States, Puerto Rico, and Canada, except as otherwise stated. Services are available during reasonable business hours. The location, hours of service and scheduling may vary, and on-site services may not be available in all locations. **PLEASE CONSULT WITH YOUR PRODUCT SALES REPRESENTATIVE BEFORE PURCHASING A SERVICE TO DETERMINE WHETHER SERVICE IS AVAILABLE AT YOUR LOCATION AND THE HOURS OF AVAILABILITY.** You can find information on contacting Gateway in the "Technical Support" section of the applicable Product Agreement. **GATEWAY RESERVES THE RIGHT TO REFUSE OR CANCEL SERVICE TO A CLIENT IF, IN THE TECHNICIAN'S REASONABLE JUDGMENT: (1) THE ENVIROMENT OR CONDITIONS OF THE CLIENT'S LOCATION POSE A THREAT TO THE TECHNICIAN'S SAFTEY, (2) THE CLIENT IS ENGAGED IN ILLEGAL ACTIVITY, (3) THE CLIENT IS ABUSIVE OR VIOLENT TOWARD THE TECHNICIAN, OR (4) THE CLIENT HAS FAILED TO COMPLY WITH ANY OF THE CLIENT RESPONSIBILITIES DESCRIBED IN SECTION 1.C BELOW.**

B. OBTAINING ON-SITE SERVICE. To obtain on-site service described under this Agreement, contact Gateway Technical Support as described in the applicable Product Agreement. If you are having technical difficulty with the Product and the Product is still under warranty, the technician will attempt to resolve your issue over the phone. If this is unsuccessful, Gateway may authorize a replacement part or parts, on-site service, or a Product replacement. You may be asked to take your Product to Gateway location to obtain warranty service. **PLEASE NOTE, PRODUCT REPLACEMENTS AND ON-SITE SERVICE FOR TECHNICAL RESOLUTIONS ARE CONSIDERED OPTIONS OF LAST RESORT**. Gateway Technical Support personnel will work to resolve technical issues professionally and quickly, however, you must provide reasonable assistance in order to facilitate and/or receive on-site services. Procedures for handling parts and replacements are outlined in the "Obtaining Warranty Service" section of the applicable Product Agreement. **FAILURE TO FOLLOW THE PROCEDURES SET OUT IN THE APPLICABLE PRODUCT AGREEMENT MAY RESULT IN DELAYS IN THE REPLACEMENT OF PARTS OR PRODUCTS, REPAIR OF YOUR PRODUCT, OR YOUR ABILITY TO RECEIVE ON-SITE SERVICE, OR MAY RESULT IN ADDITIONAL CHARGES TO YOUR ACCOUNT.** In addition, on-site service may be denied or limited if your account is not in good standing, including outstanding debt for replacement parts not returned to Gateway. On-site service appointments will be scheduled and conducted as indicated below:

1. If the Gateway technician determines, in his or her sole discretion, that on-site service is required, or if you are ordering an installation service described below, a Gateway authorized technician will contact you and, using the estimated delivery time for the replacement part or Product, or the Product to be installed, the technician will schedule an Estimated Time of Arrival ("ETA").
2. On the day of the scheduled service appointment, the technician will contact you to verify that the replacement part or Product or the Product to be installed has arrived at your location. If the part or Product has not yet arrived, you must inform the technician and schedule a new appointment.
3. After the technician completes the on-site service and reviews the repairs with you, you must pack up the non-functioning part or Product and return it to Gateway in accordance with the "Obtaining Warranty Service" section in the applicable Product Agreement.

C. CLIENT RESPONSIBILITIES. For all services provided by Gateway under this Agreement, you are responsible for the following obligations. You acknowledge and agree that Gateway's provision of services is contingent on your full satisfaction of these obligations. **GATEWAY RESERVES THE RIGHT TO REFUSE OR CANCEL SERVICE IF YOU FAIL TO PERFORM ANY OF THE FOLLOWING OBLIGATIONS, AND GATEWAY, ITS EMPLOYEES, AGENTS AND CONTRACTORS SHALL NOT BE LIABLE FOR ANY DELAY OR DAMAGES INCURRED BY YOU IF YOU FAIL TO PERFORM ANY OF THESE OBLIGATIONS.** Your responsibilities include:

1. Ensuring the Product to be installed or serviced is present at the actual service or installation location;
2. Providing the Gateway technician with full access to the location where the installation or on-site service will be performed;
3. Ensuring the installation or service area is free from loose plastic, papers and styrofoam cups, any of which could cause static charges;
4. Providing a suitable installation and operating location for the Product, which location, at a minimum, is designed to (a) support the size and weight of the Product; (b) provide sufficient space, electrical power, and, if applicable, network cable for the Product, (c) contain the appropriate number and types of electrical outlets, analog phone jacks, and, if applicable, network cables, within reach of the Product, and (d) avoid the possibility of damage caused by impact with other objects, falls, spilled liquids or immersion in liquids, or misuse (a list of the specific requirements for each Product is available from Gateway Technical Support);
5. Ensuring that the Product to be serviced or installed is located in a environment that poses no potential health or safety hazard to the Gateway technician;
6. Backing up proprietary and confidential information and maintaining a procedure external to the hardware products for reconstruction of lost or altered files, data, or programs **GATEWAY SHALL NOT BE RESPONSIBLE FOR LOSS OF ANY CLIENT DATA)**;
7. Removing any third-party, non-Gateway products prior to the arrival of the Gateway authorized technician;
8. Providing the Gateway technician with operating system software and applicable drivers supporting Gateway hardware (on diskette or CD) used during normal operation;
9. Correctly packaging and returning non-functioning parts, Products or Accessories to Gateway;
10. **HAVING A REPRESENTATIVE 18 YEARS OF AGE OR OLDER PRESENT WHEN THE GATEWAY AUTHORIZED TECHNICIAN IS PROVIDING ON-SITE SERVICE;** and
11. Any other obligations reasonably required by Gateway Technical Support or the Gateway authorized technician in order to provide the services pursuant to this Agreement.

In addition, to reduce the risk of electrical damage to your system caused by power fluctuations, Gateway encourages the use of an uninterrupted power supply, which can be purchased from Gateway.

D. **LIMITED MONEY BACK GUARANTEE.** If you properly return the Product to Gateway under the limited money back guarantee, if any, provided under the applicable Product Agreement, Gateway will refund the amount you paid for any Service Upgrades you purchased with the Product except completed Product installation services described in Section 4. **ONCE A SERVICE HAS BEEN COMPLETED BY GATEWAY, THE FEES FOR THE SERVICE AND ANY APPLICABLE SALES TAXES ARE NOT REFUNDABLE, EVEN IF YOU RETURN YOUR PRODUCT UNDER A LIMITED MONEY BACK GUARANTEE, IF ANY, PROVIDED UNDER THE APPLICABLE PRODUCT AGREEMENT.**

2. **STANDARD ON-SITE SERVICES.** In providing the Standard On-site Services, a Gateway authorized technician will install the replacement part or Product sent by Gateway and verify the proper operation of your Product. On-site service is not available for any mouse, keyboard, monitor, or any non-Gateway branded hardware acquired with your Product. Standard On-site services are available to you for the periods indicated below:

   A. One (1) year from the date of shipment for GP and E Series desktop Products, Destination Products, and server Products in the model 7000 line (for example, the Gateway ALR 7000 or Gateway ALR 7200 server Products).

   B. Three (3) years from the date of shipment for server Products in the model 8000 line and higher (for example, the Gateway ALR 8000, Gateway ALR 8200 or Gateway ALR 9000 server Products).

3. **ON-SITE SERVICE UPGRADES.** The following on-site Service Upgrades are available for purchase from Gateway. In order to purchase any of these on-site Service Upgrades, the Client must also purchase the corresponding warranty upgrades available under the applicable Product Agreement:

   A. **Three Year On-Site Service for Desktop, Tower, Destination, or Gateway ALR Server model 7000 Products:** Extends the term of on-site warranty services described in Section 2 from one (1) year to a total of three (3) years from date of shipment of your GP, E series or Destination Product.

   B. **Four Year On-Site Service for Gateway ALR Server Products:** Extends the term of on-site warranty services described in Section 1 to a total of four (4) years from the date of shipment of the Product. In order to purchase this On-site Service Upgrade for a Gateway ALR Server model 7000 Product, you must also purchase the Warranty Service Upgrade described in Paragraph 3.A above.

   C. **Five Year On-Site Service for Gateway ALR Server Products:** Extends the term of on-site warranty services described in Section 1 to a total of five (5) years from the date of shipment of the Product. In order to purchase this On-site Service Upgrade, you must also purchase the Warranty Service Upgrade described in Paragraph 3.B above.

   D. **Hardware Diagnostic Services For Gateway ALR Server Products:** Replaces the Standard On-site service for a server Product. These services ("Server Diagnostic Service") provide for the dispatch of a Gateway authorized technician within four (4) hours of your initial call regarding a hardware defect with the Product. The Gateway technician you contact must first determine, in his or her sole discretion, that the problem you are experiencing is hardware-related and cannot be diagnosed over the phone. The on-site visit will be for issue diagnostics only. If the Gateway authorized technician determines that a replacement part or Product is needed, he or she will order the replacement through Gateway and an on-site service appointment will be scheduled if the Gateway technician determines in his or her sole discretion, that such on-site service is required to install the replacement. Server Diagnostic Services are available for a period of three (3) years from the date of shipment of the Product. Gateway does not provide diagnostic services for any mouse, keyboard, monitor, or non-Gateway branded hardware acquired with your server Product.

   E. **Gateway Solo® Portable Product One Year On-Site Service:** Gateway will provide on-site warranty repair services for Solo portable Products in accordance with the limited warranty in your Product Agreement for one (1) year from the date of shipment.

   F. **Gateway Solo® Portable Product Two & Three Year On-Site Service:** Gateway will provide on-site warranty repair services for Solo portable Products in accordance with the limited warranty in your Product Agreement for three (3) years from the date of shipment. This Service Upgrade is only available in conjunction with the purchase of an optional extended limited warranty for your Product under the Product Agreement.

4. **OTHER SERVICES.** Upon payment of the applicable service fees by the Client, Gateway will provide the services described in this Section 4.

A. **Product Installation:** A Gateway authorized technician will install and verify the operation of your desktop, tower, Destination, or add-on Product. This service does not include network installation.

B. **Workgroup Installation:** A Gateway authorized technician will install the Product and connect it to the Client's existing network. This service does not include network installation or wiring.

C. **Tower Server Installation:** A Gateway authorized technician will install and verify the operation of your tower server Product. This service does not include network installation or wiring.

D. **Rack Mount Server Installation Services:** A Gateway authorized technician will install a Rack Mount Server Product, as well as any additional drawers purchased with the Rack Mount Server. This service does not include network installation or wiring.

E. **Network Installation Services.** A Gateway technician will install and connect the server, workstation, desktop, tower, Destination and/or portable Products purchased from Gateway as part of a business or home network solution. You must ensure that proper network wiring is available and that your existing products meet the minimum requirements necessary for connection to your network. A list of minimum requirements for your existing products is available from Gateway Technical Support. Please call Gateway Client Support for information on the minimum requirements for this Service Upgrade. **Please Note:** The Gateway technician will not perform troubleshooting on your pre-existing network wiring. All troubleshooting of pre-existing wiring requested by you shall be subject to a separate fee. If installation services are required to be rescheduled due to network wiring issues, you may incur additional charges.

F. **Data Migration Services.** A Gateway technician will transfer data from an old personal computer to a new Product purchased from Gateway. The cost of this service is based on the amount of data that is transferred: up to 200 mb, 400 mb, and greater than 400 mb. In addition, you may be charged extra fees if you do not perform all of your responsibilities as set forth in this Agreement or if it necessary to reschedule service because you have not performed these responsibilities. Only data files of standard format (e.g. *.xls, *.doc, *.ppt file extensions) will be transferred, no individual file may exceed 95 mb, no application software, operating system software, or databases will be transferred, and the operating system of the old personal computer must be Microsoft 3.1 or a subsequent release. Please call Gateway Client Support for information on additional technical requirements for this Service Upgrade. Data migration services are available only in conjunction with system installation services. Data migration service is available in the continental United States. In addition to the other responsibilities set forth in this Agreement, you are responsible for completing the following tasks before the technician arrives:

1. Creating a single folder (or directory) named **"Migrate"** and transferring to this folder all data that you want transferred from the from your old personal computer to your new Product;
2. Conducting an anti-virus scan on the data prior to the service appointment;
3. Ensuring all aspects of software security, including performing and reloading backups and licensing;
4. Converting data to new file formats (e.g. WordPerfect to Word);
5. Noting the size of **"Migrate"** folder or directory before and after migration service to ensure that all data was successfully transferred;
6. Ensuring that systems are prepared and functional for migration services;
7. Creating a backup copy of all data that will be transferred;
8. Ensuring that there are an adequate number of electrical outlets for old equipment and new equipment to be utilized at the same time;
9. Ensuring that old equipment is in working condition for data migration services (e.g. functional serial/parallel ports, system boots properly, etc.);
10. Obtaining "quick fixes" from OEMs that may be need to address any compatibility issues that occur post migration.

G. **Deinstallation Services.** Gateway will disconnect the monitor, keyboard, mouse, and peripherals from your old personal computer, box the system using packing materials you supply (you may use the packing materials from your new Product, if sufficient), and transport the old system to a central location within the same building or floor on a dolly or utility cart that you supply. Deinstallation services are available only in conjunction with system installation services. Deinstallation services are available in the continental United States.

H. **Disposition Management Services.** Gateway will provide transportation and disposition of used PC products, described as monitors (up to 21 inches), keyboards, mice, printers, scanners, portable and desktop personal computers ("Eligible Assets"). Title to all Eligible Assets passes to Gateway when they are picked up from your location. Disposition Management Services are available in the continental United States in those areas located in a business zone (not available for residential locations). In addition to the other responsibilities set forth in this Agreement, you are responsible for completing the following tasks before the technician arrives:

1. Packaging the Eligible Assets in individual cartons not exceeding 30 inches in length, 27 inches in width and 42 inches in height (deinstallation services are available from Gateway for a separate fee, although you must tape al cartons closed);
2. Completing the ***"Inventory Worksheet for Disposition Management"*** and submitting it to Gateway (assets not appearing on the inventory may be refused for shipment or subject to an additional fee);
3. Having all Eligible Assets, packaged and ready for shipping, assembled at one location on the scheduled pick-up day.

5. **SERVICE WARRANTY; DISCLAIMER OF WARRANTIES.** This Agreement is a service contract only. The only warranty that applies to your Product is the limited warranty provided by Gateway under the Product Agreement that shipped with your Product. Gateway warrants only that the services described in this Agreement shall be provided in a professional and workmanlike manner. **ANY IMPLIED WARRANTIES ARE LIMITED TO THE TERM OF THIS AGREEMENT. NO INFORMATION OR ADVICE (WRITTEN OR ORAL) PROVIDED TO YOU BY GATEWAY, ITS AGENTS OR EMPLOYEES, WILL CREATE A WARRANTY BY GATEWAY OR INCREASE THE SCOPE OF THIS AGREEMENT. THIS AGREEMENT GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

6. **LIMITATION OF LIABILITY.**

ANY LIABILITY OF GATEWAY, GATEWAY 2000, INC., AND THEIR AFFILIATES, AGENTS AND CONTRACTORS, UNDER THIS AGREEMENT IS EXPRESSLY LIMITED TO THE FEES YOU HAVE PAID FOR THE SERVICE GIVING RISE TO THE CLAIM. YOUR SOLE REMEDY AGAINST GATEWAY, GATEWAY 2000, INC., AND THEIR AFFILIATES, AGENTS AND CONTRACTORS, IN ANY DISPUTE UNDER THIS AGREEMENT SHALL BE TO SEEK RECOVERY OF THE AMOUNTS YOU HAVE PAID, UPON THE PAYMENT OF WHICH GATEWAY, GATEWAY 2000, INC., AND THEIR AFFILIATES, AGENTS AND CONTRACTORS, SHALL BE RELEASED FROM AND DISCHARGED OF ALL FURTHER OBLIGATIONS AND LIABILITY TO YOU. IN NO EVENT SHALL GATEWAY, GAATEWAY 2000, INC., AND THEIR AFFILAITES, AGENTS OR CONTRACTORS, BE LIABLE UNDER THIS AGREEMENT FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF ANTICIPATED PROFITS OR REVENUE, ECONOMIC LOSS, LOSS OF DATA, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF SUBSTITUTE OR REPLACEMENT EQUIPMENT, FACILITIES OR SERVICES, DOWN TIME, YOUR TIME, THE CLAIMS OF THIRD PARTIES, AND INJURY TO PROPERTY, REGARDLESS OF THE NATURE OF THE CLAIM, INCLUDING BUT NOT LIMITED TO, BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR STRICT LIABILITY, AND EVEN IF GATEWAY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

7. **TERM OF THIS AGREEMENT.** Unless you purchase one of the Service Upgrades, the term of this Agreement shall be limited to the period indicated in Section 2 above for the Standard Service applicable to your Product. If you purchase one or more of the Service Upgrades, the term of this Agreement with respect to each Service Upgrade you purchase shall continue until the later of (i) the expiration of the applicable period described in Section 2 above, (ii) the expiration of the on-site service Upgrade, if any, purchased under Section 3, or (iii) the completion of the last service purchased under Section 4.

8. **ENTIRE AGREEMENT.** This Agreement contains the entire understanding of the parties and supersedes all previous verbal and written agreements with regard to the subject hereof. No term or condition of any purchase order issued by the Client inconsistent with this Agreement will be binding upon Gateway.

9. **GOVERNING LAW.** This Agreement is governed by the laws of the State of South Dakota, without giving effect to conflicts of law rules.

10. **DISPUTE RESOLUTION**. Any dispute or controversy arising out of or relating to this Agreement, its interpretation or any related purchase will be resolved exclusively and finally by arbitration under the rules of the American Arbitration Association (AAA). You may file for arbitration at any AAA location in the United States upon the payment of $100 of any applicable filing fee. The arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute or controversy between you and Gateway. The arbitration shall be held in any mutually agreed upon location in person, by telephone, or online. Any decision rendered in such arbitration proceedings will be final and binding on each of the parties, and judgment may be entered thereon in a court of competent jurisdiction. The arbitrator shall not award either party special, exemplary, consequential, punitive, incidental or indirect damages, or attorneys' fees. The parties will share the costs of arbitration, (including the arbitrator's fees, if any) in the proportion that the final award bears to the amount of the initial claim.

11. **SEVERABILITY**. If any provision contained in this Agreement is or becomes invalid, illegal, or unenforceable in whole or in part, such invalidity, illegality, or unenforceability shall not affect the remaining provisions and portions of this Agreement.

12. **GENERAL**. You may not assign this Agreement without Gateway's prior written consent. Gateway 2000, Inc. and its affiliates are intended beneficiaries of this agreement. In case of any inconsistency between this Agreement and any other agreement relating to the on-site services available for your Product, this Agreement shall take precedence.